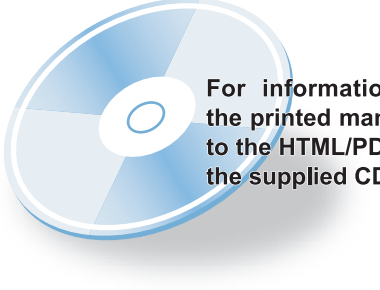
MP 6001/MP 7001/MP 8001/MP 9001

MP 6001/MP 7001/MP 8001/MP 9001

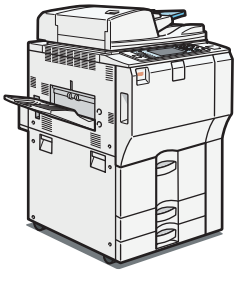
Aficio™ MP 6001/7001/8001/9001

Operating Instructions

Troubleshooting



For information not in the printed manual, refer to the HTML/PDF files on the supplied CD-ROM.



1 When the Machine Does Not Operate As Wanted

2 Troubleshooting When Using the Copy/Document Server Function

3 Troubleshooting When Using the Facsimile Function

4 Troubleshooting When Using the Printer Function

5 Troubleshooting When Using the Scanner Function

6 Clearing Misfeeds

7 Appendix

Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read the Safety Information in "About This Machine" before using the machine.

Documentation for This Machine

About This Machine

Troubleshooting (This manual)

Copy and Document Server Reference

Facsimile Reference

- Sending and receiving faxes
- Using the fax function through a computer
- Changing the default settings of the fax function, and related information

Printer Reference

- Installing the driver for the printer function
- Changing the default settings of the printer function, and related information

Scanner Reference

- Sending scan files
- Storing scan files
- Changing the default settings of the scanner function, and related information

Network and System Settings Guide

- Connecting to a network
- Registering addresses for fax/scanner functions
- Changing the default settings of the system, and related information

Security Reference

PostScript 3 Supplement

UNIX Supplement

Quick Reference Copy Guide

Quick Reference Printer Guide

Quick Reference Fax Guide

Quick Reference Scanner Guide

TABLE OF CONTENTS

Documentation for This Machine....1
Manuals for This Machine....6
Notice....8
Important....8
How to Read This Manual....9
Symbols....9
Names of Major Items....9
Notes....10
Laws and Regulations....11
Legal Prohibition....11

1. When the Machine Does Not Operate As Wanted

Indicators....13
Panel Tone....14
Checking Machine Status and Settings....15
When an Indicator to the Right of a Function Key Is Lit....18
When You Have Problems Operating the Machine....20
When a Job Is Not Performed....24

2. Troubleshooting When Using the Copy/Document Server Function

Messages Displayed When Using the Copy/Document Server Function....27
When You Cannot Make Clear Copies....32
When You Cannot Make Copies As Wanted....36
Display During Connect Copy....42
If Connect Copy Is Canceled....43
If You Cannot Exit from Connect Copy....44
When Memory Is Full....45

3. Troubleshooting When Using the Facsimile Function

Adjusting the Volume....47
Messages Displayed When Using the Facsimile Function....49
When You Cannot Send or Receive Fax Messages As Wanted....60
When Memory Is Full....66
If an Error Report Is Printed....67
Turning Off the Main Power / In the Event of Power Failure....68
When an Error Occurs Using Internet Fax....69

Error Mail Notification....69
Error Report (E-mail)....69
Server-Generated Error E-mail....69

4. Troubleshooting When Using the Printer Function

Messages Displayed When Installing the Printer Driver....71
Windows 2000....71
Windows XP Professional or Windows Server 2003/2003 R2....71
Windows XP Home Edition....72
Windows Vista....72
Windows Server 2008....73
If USB Connection Fails....74
Messages Displayed When Using the Printer Function....75
Status Messages....75
Messages Displayed on the Control Panel When Using the Printer Function....76
Other Messages....78
When You Cannot Print....87
When the Data In Indicator Does Not Light Up or Flash....89
Other Printing Problems....91

5. Troubleshooting When Using the Scanner Function

When Scanning Is Not Done As Expected....101
When You Cannot Send Scanned Files....103
When Stored Files Cannot Be Accessed....103
When You Cannot Browse the Network to Send a Scan File....103
When the TWAIN Driver Cannot Be Started....103
When Stored Files Cannot Be Edited....104
When the Network Delivery Function Cannot Be Used....104
When S/MIME Cannot Be Used....104
When You Cannot Send Scan Files Using WSD....105
Operations Are Not Possible When Messages Are Displayed....105
Messages Displayed When Using the Scanner Function....107
Messages Displayed on the Control Panel When Using the Scanner Function....107
Messages Displayed on the Client Computer....116

6. Clearing Misfeeds

Removing Jammed Paper....121
Locating Jammed Paper....121
Removing Jammed Paper....123
When A1 is Displayed....123
When A2 is Displayed....124
When B is Displayed....124
When C is Displayed....124
When D is Displayed....125
When E is Displayed....126
When F is Displayed....126
When N1 - N5 is Displayed....127
When N6 - N22 is Displayed....128
When P1 is Displayed....129
When P2 is Displayed....129
When Q is Displayed....130
When R1 - R4 is Displayed in the Case of Finisher SR 4030....131
When R5 - R8 is Displayed in the Case of Finisher SR 4030....132
When R1 - R4 is Displayed in the Case of Finisher SR 4040....133
When R5 - R7 is Displayed in the Case of Finisher SR 4040....133
When R8 - R12 is Displayed in the Case of Finisher SR 4040....134
When R1 - R3 is Displayed in the Case of Finisher SR 4050....135
When R4 - R7 is Displayed in the Case of Finisher SR 4050....136
When U is Displayed....136
When W is Displayed....137
Removing Jammed Staples....138
Finisher SR4030 / SR4040....138
Finisher SR4040 (Saddle Stitch)....139
Finisher SR4050....139
Removing Punch Waste....141
Finisher SR4030 / SR4040....141
Finisher SR4050....142
Removing Staple Waste....144

Finisher SR4050....144

7. Appendix

Pausing Copy When Using the Finisher SR4050....147
When Z-folded Paper Is Not Properly Aligned....148
Finisher SR4040....148
Finisher SR4050....148
Multi-Folding Unit....150
Trademarks....151
INDEX....153

Manuals for This Machine

Read this manual carefully before you use this machine.

Refer to the manuals that are relevant to what you want to do with the machine.

Important

- Media differ according to manual.
- The printed and electronic versions of a manual have the same contents.
- Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.
- A Web browser must be installed in order to view the html manuals.

About This Machine

Before using the machine, be sure to read the section of this manual entitled Safety Information.

This manual introduces the machine's various functions.

It also explains the control panel, preparation procedures for using the machine, how to enter text, how to install the CD-ROMs provided, and how to replace paper, toner, staples, and other consumables.

Troubleshooting

Provides a guide for resolving common usage-related problems.

Copy and Document Server Reference

Explains Copier and Document Server functions and operations. Also refer to this manual for explanations on how to place originals.

Facsimile Reference

Explains Facsimile functions and operations.

Printer Reference

Explains Printer functions and operations.

Scanner Reference

Explains Scanner functions and operations.

Network and System Settings Guide

Explains how to connect the machine to a network, configure and operate the machine in a network environment, and use the software provided. Also explains how to change User Tools settings and how to register information in the Address Book.

Security Reference

This manual is for administrators of the machine. It explains security functions that you can use to prevent unauthorized use of the machine, data tampering, or information leakage. For enhanced security, we recommend that you first make the following settings:

- Install the Device Certificate.

- Enable SSL (Secure Sockets Layer) Encryption.
- Change the user name and password of the administrator using Web Image Monitor.

For details, see "Setting Up the Machine", Security Reference.

Be sure to read this manual when setting the enhanced security functions, or user and administrator authentication.

PostScript 3 Supplement

Explains how to set up and use PostScript 3.

Other manuals

- UNIX Supplement
- Quick Reference Copy Guide
- Quick Reference Printer Guide
- Quick Reference Fax Guide
- Quick Reference Scanner Guide
- Manuals for DeskTopBinder Lite
  - DeskTopBinder Lite Setup Guide
  - DeskTopBinder Introduction Guide
  - Auto Document Link Guide

Note

- Manuals provided are specific to machine types.
- For "UNIX Supplement", please visit our Web site or consult an authorized dealer. This manual includes descriptions of functions and settings that might not be available on this machine.
- The following software products are referred to using general names:

Product name	General name
DeskTopBinder Lite and DeskTopBinder Professional *1	DeskTopBinder

*1 Optional

Notice

Important

In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

For good copy quality, the supplier recommends that you use genuine toner from the supplier.

The supplier shall not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the supplier with your office products.

How to Read This Manual

Symbols

This manual uses the following symbols:

Important

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

Note

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

Reference

This symbol is located at the end of sections. It indicates where you can find further relevant information.

[ ]

Indicates the names of keys that appear on the machine's display panel.

[ ]

Indicates the names of keys on the machine's control panel.

Indicates instructions in book form.

Indicates instructions in sheet form.

Indicates instructions stored in a file on a provided CD-ROM.

Indicates instructions provided on this company's Web site.

Names of Major Items

Major items of this machine are referred to as follows in this manual:

- Auto Document Feeder → ADF
- Large Capacity Tray → LCT

Notes

Contents of this manual are subject to change without prior notice.

Two kinds of size notation are employed in this manual. With this machine refer to the metric version.

Some illustrations in this manual might be slightly different from the machine.

Certain options might not be available in some countries. For details, please contact your local dealer.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

Laws and Regulations

Legal Prohibition

Do not copy or print any item for which reproduction is prohibited by law.

Copying or printing the following items is generally prohibited by local law:

bank notes, revenue stamps, bonds, stock certificates, bank drafts, checks, passports, driver's licenses.

The preceding list is meant as a guide only and is not inclusive. We assume no responsibility for its completeness or accuracy. If you have any questions concerning the legality of copying or printing certain items, consult with your legal advisor.

1. When the Machine Does Not Operate As Wanted

This chapter describes basic troubleshooting procedures that are applicable to all functions of this machine.

Indicators

This section describes the indicators displayed when the machine requires the user to remove misfed paper, to add paper, or to perform other procedures.

Indicator	Status
: Misfeed indicator	Appears when a misfeed occurs. See p.121 "Removing Jammed Paper".
: Load Paper indicator	Appears when paper runs out. See "Loading Paper", About This Machine.
: Add Toner indicator	Appears when toner runs out. See "Adding Toner", About This Machine.
: Add Staple indicator	Appears when staples run out. See "Adding Staples", About This Machine.
: Waste Toner Full indicator	Appears when the waste toner bottle is full. Contact your sales or service representative.
: Empty Hole Punch Receptacle indicator	Appears when the hole punch receptacle is full. See p.141 "Removing Punch Waste".
: Empty Waste Staple Receptacle indicator	Appears when the waste staple receptacle is full. See p.144 "Removing Staple Waste".
: Service Call indicator	Appears when the machine is malfunctioning or requires maintenance.
: Open Cover indicator	Appears when the front cover, etc., is open.

Panel Tone

The following table describes the meaning of the various beep patterns that the machine produces to alert users about left originals and other machine conditions.

Beep pattern	Meaning	Cause
Single short beep.	Panel/screen input accepted.	A control panel or screen key was pressed.
Short, then long beep.	Panel/screen input rejected.	An invalid key was pressed on the control panel or screen, or the entered password was incorrect.
Single long beep.	Job completed successfully.	A Copier/Document Server Features job has finished.
Two long beeps.	Machine has warmed up.	After cooling or being switched on, the machine has fully warmed up and is ready for use.
Five long beeps.	Soft alert.	The initial screen returns when the machine goes into energy-saving mode and when simplified display is canceled.
Five long beeps repeated four times.	Soft alert.	An original has been left on the exposure glass or paper is empty.
Five short beeps repeated five times.	Strong alert.	The machine requires user attention because paper has jammed, the toner needs replenishing, or other problems have occurred.

Note

- Users cannot mute the machine's beep alerts. When the machine beeps to alert users of a paper jam or toner request, if the machine's covers are opened and closed repeatedly within a short space of time, the beep alert might continue, even after normal status has resumed.
- You can select to enable or disable beep alerts. For details about Panel Key Sound, see "System Settings", Network and System Settings Guide.

Checking Machine Status and Settings

You can check the machine's system status.

Maintenance Info

You can check the following items under [Maintenance Info]:

- [Remaining Toner]

  Displays the amount of remaining toner.

- [No Staples]

  Displays whether there are staples remaining or not.

- [Punch Receptacle Full]

  Displays whether the hole punch receptacle is full.

- [Waste Staple Receptacle Full]

  Displays whether the waste staple receptacle is full.

- [Paper Tray]

  Displays the paper type and size loaded in the paper tray.

- [Output Tray Full]

  Displays whether the output tray is overloaded.

- [Original Misfeed]

  Displays the state of and solutions for original misfeeds.

- [Paper Misfeed]

  Displays the state of and solutions for paper jams.

- [Cover Open]

  Indicates whether the front cover, duplex unit, etc., is open.

Data Storage

You can check the following items under [Data Storage]:

- [HDD Remaining Memory]

  Displays the amount of available hard disk drive memory.

- [HDD File(s)]

  Displays the total number of jobs stored in the hard disk drive.

- [Print Job(s)]

  Displays the number of jobs for "Hold Print Job (s):", "Stored Print Job (s):", "Locked Print Job (s):", and "Sample Print Job (s):".

- [Fax TX / RX File(s)]

Displays the number of "Transmission Standby File(s):", "Memory Lock File(s):", "RX Print Standby File(s):", and other files stored in the hard disk drive.

- [Memory Erase Status]

  Displays the state of the memory data.

Machine Address Info

You can check the following items under [Machine Address Info]:

- [Fax No.]

  Displays the machine's fax number.

- [H.323 Own Fax No.]

  Displays the machine's alias telephone number.

- [SIP User Name]

  Displays the machine's SIP user name.

- [Fax E-mail Account]

  Displays the machine's fax e-mail account.

- [Machine IPv4 Address]

  Displays the machine's IPv4 address.

- [Machine IPv6 Address]

  Displays the machine's IPv6 address.

Enquiry

You can check the following items under [Enquiry]:

- [Machine Repairs]

  Displays the machine number and contact number which are required for service.

- [Sales Representative]

  Displays the sales representative's telephone number.

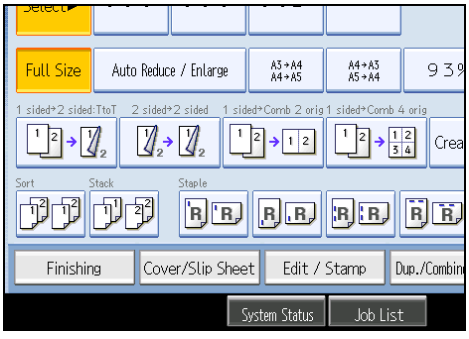
- [Supply Order]

  Displays the contact number for placing supply orders.

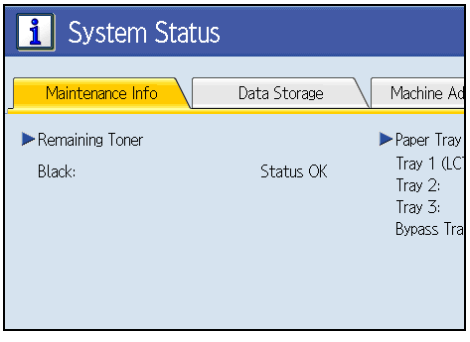
- [Supply Details]

  Displays the name of toner, staples, etc., used on the machine.

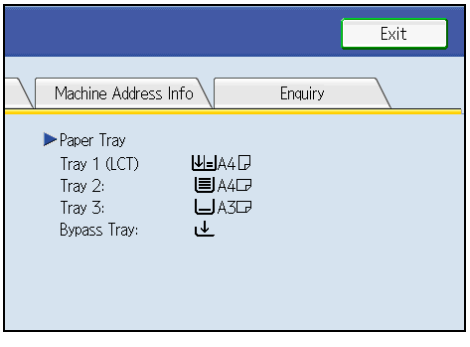
1. **On the control panel, press [System Status].**



2. **Press each tab and check the contents.**



3. **After checking the information, press [Exit]. The previous screen returns.**



Note

- [No Staples], [Punch Receptacle Full], [Waste Staple Receptacle Full], [Output Tray Full], [Original Misfeed], [Paper Misfeed], and [Cover Open] appear on the [Maintenance Info] tab only when these errors occur.
- For details about how to locate and remove misfeeds, see "Removing Jammed Paper".

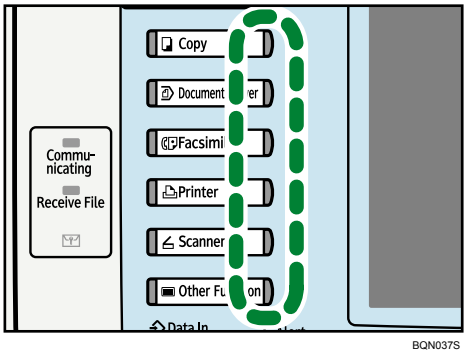
Reference

- p.121 "Removing Jammed Paper"

When an Indicator to the Right of a Function Key Is Lit

1

When an indicator to the right of a function key lights up, press the corresponding function key. Then, follow the instructions displayed on the control panel.



If an error occurs in the function you are using, check the message that appears on the control panel, and then refer to "Messages Displayed" for the relevant function.

The following table explains problems that cause the indicator to light.

Problem	Cause	Solution
Documents and reports do not print out.	The paper output tray is full.	Remove the prints from the tray.
Documents and reports do not print out.	There is no paper left.	Load paper. See "Loading Paper", About This Machine.
An error has occurred.	The function whose indicator is lit is defective.	Check the displayed message and take an appropriate action. See "Messages Displayed" of each chapter. You can use other functions normally.

Problem	Cause	Solution
The machine is unable to connect to the network.	A network error has occurred.	• Check the displayed message and take an appropriate action. See "Messages Displayed" of each chapter. • Check that the machine is correctly connected to the network, and that the machine is correctly set. For details about how to connect the network, see "Interface Settings", Network and System Settings Guide. • Contact the network administrator. • If the indicator is still lit even after trying to solve the problem as described here, contact your service representative.

Reference

- p.27 "Messages Displayed When Using the Copy/Document Server Function"
- p.49 "Messages Displayed When Using the Facsimile Function"
- p.75 "Messages Displayed When Using the Printer Function"
- p.107 "Messages Displayed When Using the Scanner Function"

When You Have Problems Operating the Machine

This section describes common problems and messages.

If other messages appear, follow the instructions displayed.

Problem	Cause	Solution
Although the copier screen appears when the machine is turned on using the main power switch, it cannot be switched to another screen by pressing the [Printer] or [Scanner] key.	Functions other than the copier function are not yet ready.	Wait a little longer.
The machine has just been turned on and the User Tools screen is displayed, but the User Tools menu has items missing.	Functions other than the copier function are not yet ready. Time required varies by function. Functions appear in the User Tools menu when they become ready for use.	Wait a little longer.
The operation switch indicator continues blinking and does not turn off when pressed.	This occurs in the following cases: • The ADF is open. • The machine is communicating with external equipment. • The hard disk is active.	• Close the ADF. • Check if the machine is communicating with external equipment. • Wait a little longer.
The display is off.	The machine is in Energy Saver mode.	Press the [Energy Saver] key to cancel Energy Saver mode.
The display is off.	The operation switch is turned off.	Turn on the operation switch.
Nothing happens when the operation switch is turned on.	The main power switch is turned off.	Turn on the main power switch.

Problem	Cause	Solution
"Please wait." appears.	This message appears when you turn on the operation switch.	Wait for a while. If the machine does not get ready in a minute, contact your service representative.
"Please wait." appears.	This message appears when the machine is warming up.	• Wait for a while. If the machine does not get ready in a couple of minutes, contact your service representative. • Wait until the message disappears. Do not turn off the main power switch while the message is showing.
"Please wait." appears.	This message appears when you change the toner cartridge.	Wait for a while. If the message does not disappear in two minutes, contact your service representative.
"Memory is full. Do you want to store scanned file?" appears.	The scanned originals exceed the number of sheets/pages that can be stored in the hard disk.	• Press [Store File] to store pages that have been scanned. Delete unnecessary files by pressing [Delete File]. • Press [No] if you are not storing pages that have been scanned. Delete unnecessary files by pressing [Delete File].
The user code entry screen is displayed.	Users are restricted by User Code Authentication.	Enter the user code (up to eight digits), and then press [OK].
The Authentication screen appears.	Basic Authentication, Windows Authentication, LDAP Authentication or Integration Server Authentication is set.	Enter your login user name and user password. See "When the Authentication Screen is Displayed", About This Machine.
"Authentication has failed." appears.	The entered login user name or login password is not correct.	Ask the user administrator for the correct login user name and login password.
"Authentication has failed." appears.	The machine cannot perform authentication.	Contact the administrator.

Problem	Cause	Solution
"You do not have the privileges to use this function." continues to be displayed even though you have entered a valid user name.	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.
An error message remains, even if misfed paper is removed.	• When a misfeed message appears, it remains until you open and close the cover as required. • Paper is still jammed in the tray.	Remove misfed paper, and then open and close the cover. See p.121 "Removing Jammed Paper".
Original images are printed on the reverse side of the paper.	You may have loaded the paper incorrectly.	Load paper correctly. Place paper in the paper tray with the print side down. LCT and Bypass tray with the print side up.
Misfeeds occur frequently.	The tray's side or end fences may not be set properly.	• Remove the misfed paper. See p.121 "Removing Jammed Paper". • Check the side or end fences are set properly. Also, check the side fences are locked. See "Changing the Paper Size", About This Machine.
Misfeeds occur frequently.	Paper of undetectable size has been loaded.	• Remove the misfed paper. See p.121 "Removing Jammed Paper". • If you load a paper size that is not selected automatically, you need to specify the paper size with the control panel. See "Changing to a Size That Is Not Automatically Detected", About This Machine.

Problem	Cause	Solution
Misfeeds occur frequently.	There is a foreign object on the finisher tray.	• Remove the misfed paper. See p.121 "Removing Jammed Paper". • Do not place anything on the finisher tray. It may cause a paper jam.
Z-Folded paper is not properly aligned.	The auxiliary tray is not set.	• Set the auxiliary tray for the Finisher Tray or Multi-Folding Unit Tray. For details about how to add the auxiliary tray, see p.148 "When Z-folded Paper Is Not Properly Aligned".
Cannot print in duplex mode.	Duplex printing cannot be done with paper set in the bypass tray.	When using duplex printing, make settings to use paper from a tray other than the bypass tray.
Cannot print in duplex mode.	[Apply Duplex] is set to [No] for "Paper Type".	In [Tray Paper Settings], under "Paper Type", set [Apply Duplex] to [Yes].
Cannot print in duplex mode.	You cannot select duplex printing if the paper type is set to [Label Paper], [Translucent Paper], [Preprinted Paper], [Cardstock], [Prepunched Paper], or [Tab Stock].	In [Tray Paper Settings], under "Paper Type", select a paper type other than [Label Paper], [Translucent Paper], [Preprinted Paper], [Cardstock], [Prepunched Paper], or [Tab Stock].

Note

- If you cannot make copies as you want because of paper type, paper size, or paper capacity problems, use the recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
- Using curled paper often causes misfeeds, soiled paper edges, or slipped positions while performing staple or stack printing. When using curled paper, take the stiffness out of the paper with your hands to straighten out the curl, or load the paper up side down. Also, to prevent paper from curling, lay paper on a flat surface, and do not lean it against the wall.

Reference

- p.121 "Removing Jammed Paper"
- p.148 "When Z-folded Paper Is Not Properly Aligned"

When a Job Is Not Performed

If you are not able to carry out your job, it may be that the machine is being used by another function.

Wait until the current job is completed before trying again. In certain cases, you can carry out another job using a different function while the current job is being performed. Performing multiple functions simultaneously like this is called "Multi-accessing".

Combination Chart

Function Compatibility

The chart shows Function Compatibility when print priority is set to [Interleave]. For details about Print Priority, see "System Settings", Network and System Settings Guide.

△: Simultaneous operations are possible.

●: Operation is enabled when the relevant function key is pressed and remote switching (of the scanner/external extension) is done.

○: Operation is enabled when the [Interrupt] key is pressed to interrupt the preceding operation.

→: Operation is performed automatically once the preceding operation ends.

×: The operation must be started once the preceding operation ends. (Simultaneous operations are not possible.)

Mode before you select		Mode after you select: Copy – Operations for Copying	Copy – Stapling	Copy – Sort	Interrupt Copying – Operations for Copying	Interrupt Copying – Copying	Facsimile – Transmission Operation/Manual Reception Operation	Facsimile – Transmission – Scanning an Original for Memory Transmission	Facsimile – Transmission – Memory Transmission	Facsimile – Transmission – Immediate Transmission	Facsimile – Reception – Memory Reception	Facsimile – Reception – Printing Received Data	Printer – Data Reception	Printer – Print – Printing	Printer – Print – Stapling	Scanner – Operations for Scanning	Scanner – Scanning	TWAIN – Scanning	Document Server – Operations for Document Server	Document Server – Scanning a Document to Store in Document Server	Document Server – Printing from Document Server	DeskTop Binder – Printing from Document Server	DeskTop Binder – Sending a Facsimile from Document Server	Web Document Server – Printing
Copy	Operations for Copying	×	×	×	○	○	●	●	△	●	△	△	△	△	△	●	●	●	●	●	●	△	△	△
	Stapling	△*1	→*1	→*1	○	○*5	●	●*2	△	●*2	△	△	△	△	→	●	●*2	●*2	●	●*2	△*4	△*4	△	△*4
	Sort	△*1	→*1	→*1	○	○	●	●*2	△	●*2	△	△	△	△	△	●	●*2	●*2	●	●*2	△	△	△	△
Interrupt Copying	Operations for Copying	○	○	○	×	×	×	×	△	×	△	△	△	△	△	×	×	×	×	×	×	△	△	△
	Copying	○	○	○	×	×	×	×	△	×	△	△	△	→	→	×	×	×	×	×	×	→	△	→
Facsimile	Transmission Operation/ Manual Reception Operation	●	●	●	○	○	×	×	△	×	△	△	△	△	△	●	●	●	●	●	●	△	△	△
	Transmission – Scanning an Original for Memory Transmission	×	×	×	×	×	×	×	△	×	△	△	△	△	△	×	×	×	×	×	×	△	△	△
	Transmission – Memory Transmission	△	△	△	△	△	△	△	△*3	△*3	△*3	△*7	△	△	△	△	△	△	△	△	△	△	→	△
	Transmission – Immediate Transmission	×	×	×	×	×	×	×	△*3	×	△*3	△	△	△	△	●	×	×	×	×	×	△	→	△
	Reception – Memory Reception	△	△	△	△	△	△	△	△*3	△*3	△*3	△*7	△	△	△	△	△	△	△	△	△	△	△	△
	Reception – Printing Received Data	△	△	△	△	△	△	△	△*7	△	△*7	×	△	△	△	△	△	△	△	△	△	△	△	△
Printer	Data Reception	△	△	△	△	△	△	△	△	△	△	△	△	→	→	△	△	△	△	△	△	△	△	△
	Print – Printing	△	△	△	○	○	△	△	△	△	△	△	△	→	→	△	△	△	△	△	△	△	△	△
	Print – Stapling	△	→	△	○	○*5	△	△	△	△	△	△	△	→	→	△	△	△	△	△	△*4	△*4	△	△*4
Scanner	Operations for Scanning	●	●	●	○	○	●	●	●	●	△	△	△	△	△	×	×	●	●	●	●	△	△	△
	Scanning	●	●*2	●*2	○*2	○*2	●	●*2	△	●*2	△	△	△	△	△	×	×	×	●	●	●	△	△	△
TWAIN	Scanning	×	×	×	×	×	×	×	△	×	△	△	△	△	△	×	×	×	×	×	×	△	△	△
Document Server	Operations for Document Server	●	●	●	○	○	●	●	△	●	△	△	△	△	△	●	●	●	×	×	×	△	△	△
	Scanning a Document to Store in Document Server	●	×	×	○	○	●	×	△	×	△	△	△	△	△	●	×	×	×	×	×	△	△	△
	Printing from Document Server	●	△*4	△	○	○	△	△	△	△	△	△	△	△	△	△	△	△	△*6	△*6	△*6	△	△	△
DeskTop Binder	Printing from Document Server	△	△*4	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	×	△	△
	Sending a Facsimile from Document Server	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	×	△
Web Document Server	Printing	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△	△

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*1 Simultaneous operations are only possible after the preceding job documents are all scanned and [New Job] appears.

*2 You can scan a document after the preceding job documents are all scanned.

*3 Operation is possible when the line is different from the line which is currently being used.

*4 During stapling, printing automatically starts after the current job.

*5 Stapling is not available.

*6 Simultaneous operation becomes possible after you press [New Job].

*7 During parallel reception, any subsequent job is suspended until the reception is completed.

Note

- Stapling cannot be used at the same time for multiple functions.

- If the machine is capable of executing multiple functions simultaneously, specify which function should have priority in "Print Priority". This setting is factory-preset to "Display Mode". For details about Print Priority, see "General Features", Network and System Settings Guide.
- When Finisher SR4030, Finisher SR4040, or Finisher SR4050 is installed on the machine, you can specify the output tray where documents are delivered. For details about Output Tray Settings, see "General Features", Network and System Settings Guide.
- While printing is in progress, scanning a document using another function may take longer than usual.

2. Troubleshooting When Using the Copy/Document Server Function

This chapter describes likely causes of and possible solutions for copier/document server function problems.

Messages Displayed When Using the Copy/Document Server Function

This section describes the machine's main messages. If other messages appear, follow the instructions they contain.

Important

- **If you cannot make copies as you want because of the paper type, paper size or paper capacity problems, use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.**
- **For messages that are not listed here, see "When You Have Problems Operating the Machine".**

Reference

- p.20 "When You Have Problems Operating the Machine"

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	Ask the user administrator for the correct login user name and login password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot detect original size."	The original placed on the exposure glass is a non-standard size.	• Place the original on the exposure glass again. Face the original down. • If the machine cannot detect the size of the original, specify the size manually - do not use Auto Paper Select mode or the Auto Reduce/Enlarge function. See "Sizes Detectable with Auto Paper Select", Copy and Document Server Reference.

Message	Cause	Solution
"Cannot detect original size."	Original is not placed, or the original placed on the exposure glass is a non-standard size.	• Place the original correctly. • Specify the paper size. • When placing an original directly on the exposure glass, the lifting/lowering action of the ADF triggers the automatic original size detection process. Lift the ADF by more than 30 degrees.
"Cannot punch this paper size."	The Punch function cannot be used with paper size selected.	Select a proper paper size. See "Appendix", About This Machine.
"Cannot staple paper of this size."	The Staple function cannot be used with paper size selected.	Select a proper paper size. See "Appendix", About This Machine.
"Check original orientation."	Original is not placed in a proper orientation.	Change the orientation of the original.
"Check paper size."	An irregular paper size is set.	If you press the [Start] key, the copy will start onto the selected paper.
"Duplex is not available with this paper size."	A paper size not available in Duplex mode has been selected.	Select a proper paper size. See "Duplex Copying", Copy and Document Server Reference.
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The number of scanned pages exceeds the capacity per file of the Document Server.	To store scanned pages as a file, press [Store File]. Scanned data is stored as a file in the Document Server. If you do not want to store scanned pages, press [No]. Scanned data is deleted.
"Exceeded the maximum number of multi-sheet fold. Printing will be cancelled."	A print job was canceled because more than the maximum number of multi-sheet folds was specified.	Specify fewer sheets for the multi-sheet fold function.
"File being stored exceeded max. number of pages per file. Copying will be stopped."	The scanned originals have too many pages to store as one document.	Press [Exit], and then store again with an appropriate number of pages.

Message	Cause	Solution
"Magazine or Booklet mode is not available due to mixed image mode."	You selected the "Magazine" or "Booklet" function for originals scanned using different functions, such as copy and printer.	Make sure originals for the "Magazine" or "Booklet" function are scanned using the same function.
"Maximum number of sets is n." (A figure is placed at n.)	The number of copies exceeds the maximum copy quantity.	You can change the maximum copy quantity from [Max. Copy Quantity] in [General Features] under [Copier / Document Server Features]. For details about Max. Copy Quantity, see "General Features", Copy and Document Server Reference.
"Original is being scanned by another function. Switch to the following function, then press the Stop key to cancel scanning or press the Start key to continue."	A function of the machine other than the Copier function is being used such as the Document Server function.	Cancel the job in progress. For example, press [Exit], and then press the [Document Server] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Please wait."	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.
"Rotate Sort is not available with this paper size."	A size of paper for which Rotate Sort is not available is selected.	Select a proper paper size. See "Sort", Copy and Document Server Reference.
"Stapling capacity exceeded."	The number of sheets per set is over the staple capacity.	Check the stapler capacity. See "Appendix", About This Machine.

Message	Cause	Solution
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

Connect Copy

Message	Cause	Solution
"Cannot connect to the sub-machine. Check the status of the sub-machine."	The indicator is lit. The hard disk of the sub-machine is malfunctioning.	Press [Exit] on the main machine and follow the instructions on the display.
"Cannot print from the sub-machine. Check the status of the sub-machine."	A paper misfeed has occurred on the sub-machine, or toner or other supplies need to be replenished.	Follow the instructions displayed. For details about adding toner, see "Adding Toner", About This Machine. For details about paper misfeeds, see p.121 "Removing Jammed Paper", or p.138 "Removing Jammed Staples". If the sub-machine's display indicates that a cover is open, follow the instructions displayed.
"Cannot print from the sub-machine. Check the status of the sub-machine."	The sub-machine's User Tools menu is open.	Press the [User Tools/Counter] key to close the User Tools menu.
"Cannot print from the sub-machine. Sub-machine will be disconnected."	The sub-machine has stopped due to power failure or communication error.	Continue copying using the main machine.
"Fold is available only when Sort mode is selected in Connect Copy."	Sort has not been selected with fold.	Select the Sort function.
"No stamp data in the sub-machine."	Stamp data on the sub-machine has been deleted.	Reprogram the stamp on the sub-machine.

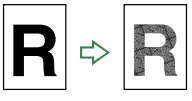
Message	Cause	Solution
"Sub-machine does not have the same paper setting(s)."	Paper type or tray settings on the two machines do not match.	Make the same settings on both machines.
"Sub-machine is in Interrupt mode."	The sub-machine is in Interrupt mode.	Press the [Interrupt] key on the sub-machine to cancel Interrupt mode.
"Sub-machine paper settings must be the same to use this tray."	Paper tray settings on the two machines do not match.	Make the same settings on both machines.
"The Cover Sheet setting(s) of the sub-machine is different from the main machine."	The Cover Sheet settings on the two machines do not match.	Make the same settings on both machines.
"The Designation Sheet setting(s) of sub-machine is different from main machine."	Designation Sheet settings on the two machines do not match.	Make the same settings on both machines.
"The Slip Sheet setting(s) of the sub-machine is different from the main machine."	Slip Sheet settings on the two machines do not match.	Make the same settings on both machines.

When You Cannot Make Clear Copies

This section describes likely causes of and possible solutions for unclear copies.

Problem	Cause	Solution
Copies appear dirty.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference.
Copies appear dirty.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
The reverse side of an original image is copied.	Image density is too high.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference.
The reverse side of an original image is copied.	Auto Image Density is not selected.	On the control panel, select [Auto Density].
The reverse side of an original image is copied.	The original is thin.	On the control panel, select [Auto Density], or adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference.
A shadow appears on copies if you use pasted originals.	Image density is too high.	• Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference. • Change the orientation of the original. • Put mending tape on the pasted part.
The same copy area is dirty whenever making copies.	The exposure glass, scanning glass, or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine.

Problem	Cause	Solution
The same copy area is dirty whenever making copies.	• The original that has already been printed is scanned. • Original Type is set to [Text / Photo], and an original with text and photographs that can hardly be distinguished from each other is loaded.	On the control panel, press [Generation Copy], and then begin copying.
Copies are too light.	Image density is too light.	Adjust the image density settings. See "Adjusting Copy Image Density", Copy and Document Server Reference.
Copies are too light.	A light copy may result when you use damp or rough grain paper.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Parts of images are not copied.	The original is not set correctly.	Set originals correctly. See "Placing Originals", Copy and Document Server Reference.
Parts of images are not copied.	The correct paper size is not selected.	Select the proper paper size.
Parts of images are not copied.	Even if you place originals in the ADF correctly, margin of a few millimeters on all four sides of the original might not be copied.	Use "Create Margin" function to reduce the image of its original size. For details about missing image area, see "Create Margin", Copy and Document Server Reference.
Images appear only partially.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. For details about the proper way to store it, see "Paper Storage", About This Machine.

Problem	Cause	Solution
Black lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine.
White lines appear.	The exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine.
Copies are blank.	The original is not set correctly.	When using the exposure glass, face the originals down. When using the ADF, face them up.
A moiré pattern is produced on copies. 	Your original has a dot pattern image or many lines.	Place the original on the exposure glass at a slight angle.
Black spots appear on the copy of a photographic print.	Because of high humidity, the photographic print has stuck to the exposure glass.	Place the print on the exposure glass in either of the following ways: • Place an OHP transparency on the exposure glass, and then place the print on the OHP transparency. • Place the print on the exposure glass, and then place two or three sheets of white paper on it. Leave the ADF open when copying.
White stripes appear on the OHP.	Fragments of paper are stuck to the OHP.	Use a dry cloth to wipe any paper fragments off the back of the OHP.

Problem	Cause	Solution
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	• Do not install the machine in areas that are susceptible to low temperatures. • Use paper that has been stored where temperature and humidity conditions meet the limitations we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", About This Machine. • Install the Optional anti-humidity heater. For details about the anti-humidity heater, contact your service representative.

When You Cannot Make Copies As Wanted

This section describes likely causes of and possible solutions for unsatisfactory copy results.

Basic

Problem	Cause	Solution
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray, LCT, or bypass tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Misfeeds occur frequently.	The copy paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.

Problem	Cause	Solution
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Copies are not stapled.	There are jammed staples in the stapler.	Remove jammed staples. See p.138 "Removing Jammed Staples".
Copies are not stapled.	Copy paper is curled.	Turn the copy paper over in the tray.
Copies are stapled as separate batches.	The number of copies is too great for the stapler to staple as a single batch.	Check the stapler capacity. See "Appendix", About This Machine.
Staples are wrongly positioned.	Originals are not set correctly.	Check the correct position to place the originals. For details about how to place originals with stapling, see "Staple", Copy and Document Server Reference.
Paper does not output during printing with stapling.	When you stop printing while using the staple function, paper not stapled during printing may be left in the staple unit.	Press the [Clear Modes] key and cancel copy settings, including stapling.
Saddle-stitched documents come apart and do not stack properly.	Certain types of paper are resistant to folding and open out after being folded and stitched.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
You want to check print quality before making a large print run.	You can print a single copy without specifying the setting again.	Check print quality by printing out only the first set using the [Sample Copy] key. See "Finishing", Copy and Document Server Reference.
You cannot combine several functions.	Selected functions cannot be used together.	Check the combination of functions and make the settings again. See "Function Compatibility", Copy and Document Server Reference.
When sorting, the pages are divided into two blocks.	The memory became full in the middle of sorting and the pages were delivered in two blocks.	In [Copier / Document Server Features], under [Input / Output], set [Memory Full Auto Scan Restart] to [Off].

Problem	Cause	Solution
The copy is grayed out or a text pattern appears in the background of the copy.	You have copied a copy-guarded document protected from unauthorized copying.	Check the document. For details about how to prevent unauthorized copying of the document, see "Using [Data security for copying]", Printer Reference.
Images are skewed.	The side fences in the paper feed tray are not set properly.	Make sure the side fences are set properly. For details about how to set the side fences, see "Changing the Paper Size", About This Machine.
Images are skewed.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine.
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Edges of sheets are creased.	You are using non-recommended paper.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the pages to loosen the paper before loading it. Alternatively, feed the paper one sheet at a time.
"Add Staple" message appears and the Staple function cannot be used.	The staple cartridge is not set properly.	Make sure the staple cartridge is set properly.

Edit

Problem	Cause	Solution
In "Double Copies" mode, parts of the original image are not copied.	Combination of original and copy paper is not correct.	Specify the paper size again. For example, select A3 for A4 originals. See "Double Copies", Copy and Document Server Reference.
In "Erase Border", "Erase Centre", or "Erase Centre / Border" mode, parts of the original image are not copied.	You set a wide erased margin.	Make the margin width narrower. You can adjust it between 2 - 99 mm (0.1 - 3.9 inches).

Problem	Cause	Solution
In "Erase Border", "Erase Centre", or "Erase Centre / Border" mode, parts of the original image are not copied.	Originals are not scanned correctly.	Place the originals correctly.
In "Margin Adjustment" mode, parts of the original image are not copied.	• You set a wide erased margin. • There is a lack of margin space on the opposite side of the binding position.	Set a narrower margin with User Tools. You can set the width between 0 - 30 mm (0 - 1.2 inches).
In "Image Repeat" mode, the original image is not copied repeatedly.	You selected copy paper the same size as the originals, or you did not select the proper reproduction ratio.	Select copy paper larger than the originals or select the proper reproduction ratio.

Stamp

Problem	Cause	Solution
The stamp position is wrong.	The paper orientation is wrong.	Check the paper orientation and stamp position.
The stamp is not printed on the back side of sheets when duplex copying.	The back side stamp position is incorrect for the paper size.	Reset the back side stamp position. For details about Duplex Back Page Stamping Position, see "Copier / Document Server Features", Copy and Document Server Reference.

Combine

Problem	Cause	Solution
Copies made with the "Booklet" or "Magazine" function cannot be folded into a book correctly.	You selected a setting ("Open to Left" or "Open to Right") that does not match the orientation of originals.	In [Copier / Document Server Features], under [Edit], set [Orientation: Booklet, Magazine] properly.

Problem	Cause	Solution
When using "Combine", parts of the image are not copied.	You specified a reproduction ratio that does not match the sizes of your originals and copy paper.	When you specify a reproduction ratio using Manual Paper Select mode, make sure the ratio matches your originals and the copy paper. Select the correct reproduction ratio before using Combine mode. See "One-Sided Combine", "Two-Sided Combine", or "Auto Reduce/Enlarge", Copy and Document Server Reference.
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.

Duplex

Problem	Cause	Solution
Cannot print in duplex mode.	You have loaded paper on the bypass tray.	Remove paper loaded on the bypass tray. Load paper in a tray other than bypass tray.
Cannot print in duplex mode.	You have loaded thick paper heavier than 128 g/m^2.	Change the paper.
Cannot print in duplex mode.	[Apply Duplex] is set to [No] for "Paper Type".	In [Tray Paper Settings], under "Paper Type", set [Apply Duplex] to [Yes].
Copies are not in correct order.	You placed the originals in the incorrect order.	When placing a stack of originals in the ADF, the last page should be on the bottom. If you place an original on the exposure glass, start with the first page to be copied.
When using "Duplex", copy is made top to bottom even though [Top to Top] is selected.	You placed the originals in the wrong orientation.	Place the original in the correct orientation. See "Duplex Copying", Copy and Document Server Reference.

Document Server

Problem	Cause	Solution
Cannot access file.	The file is password protected.	Contact the administrator. To delete the files stored in the document server, select [Delete All Files in Document Server] under [Administrator Tools] in [System Settings]. As this will permanently delete every single file, make sure the document server does not contain any files you want to keep. For details about Delete All Files in Document Server, see "Administrator Tools", Network and System Settings Guide.
You cannot find out what is stored in a file.	You may not be able to ascertain the contents of a file simply from the file name.	You can switch the Select File screen between [List] and [Thumbnails] display to check the contents of the file. Check information other than the file name. • List display The file name, data of storage, and user name are shown. • Thumbnails display An image of the stored file appears. You can enlarge the image by pressing [Preview]. See "Checking the Details of a Stored Document", Copy and Document Server Reference.

Problem	Cause	Solution
Memory frequently becomes full.	The document server memory is full.	Delete unnecessary files. On the file selection display, select unnecessary files, and then press [Delete File]. If this does not increase available memory, do the following. • Switch to the scanner screen, and then delete unnecessary files stored under the scanner function. • Switch to the printer screen, and then delete unnecessary files stored under Sample Print, Locked Print, Hold Print, or Stored Print.
"Cannot display preview of this page." appears, and you cannot check the thumbnail image.	The image data may have been corrupted.	Press [Exit] to display the preview screen without a thumbnail. If the selected document contains several pages, press [Switch] on the "Display Page" area to change the page, and then a preview of the next page will appear.

Connect Copy

Problem	Cause	Solution
You cannot staple, punch, or fold.	The main and sub-machines do not have the same option installed.	Press [Connect Copy] to cancel Connect Copy.
You get different copy results from the main and sub-machines.	The Copy Quality setting differs on the two machines.	On the control panel, select [Edit / Stamp]. Select [Copy Quality] in [Edit / Stamp], and then make the same setting on both machines.

Display During Connect Copy

This section describes the display during Connect Copy.

Problem	Cause	Solution
[Connect Copy] is not displayed.	The sub-machine's main power is off.	Turn on the sub-machine's main power.
[Connect Copy] is not displayed.	Functions that cannot be used with Connect Copy are selected on the main machine (such as storing or copying the first page of a document in the Document Server).	Cancel the functions selected on the main machine.
[Connect Copy] is not displayed.	The main machine is in Interrupt mode.	Press the [Interrupt] key on the sub-machine to cancel Interrupt mode.
[Connect Copy] is not displayed.	The [Connect Copy Key Display] setting is off.	Select [Display] for the [Connect Copy Key Display] setting.
[Connect Copy] is not displayed.	The cable connecting the two machines is damaged.	Contact your service representative.
[Connect Copy] is not displayed.	The is lit.	Follow the instructions displayed.
[Connect Copy] appears faded.	Functions that cannot be used with Connect Copy have been set.	Press the [Clear Modes] key to clear the settings.

If Connect Copy Is Canceled

This section describes causes and remedies when Connect Copy is canceled.

Problem	Cause	Solution
The machine cancels Connect Copy.	The main machine's main power is off, or the operation switch has been pressed.	Turn on the sub-machine's main power or operation switch, and then press [Connect Copy].

Problem	Cause	Solution
The machine cancels Connect Copy.	The sub-machine's main power is off.	A message instructing you to check the sub-machine appears on the display of the main machine. Press [Cancel] to clear Connect Copy. Turn on the sub-machine's main power, press Connect Copy, and then make your settings again.
The machine cancels Connect Copy.	The Weekly Timer setting is coming into effect on the main machine.	Turn on the main machine's operation switch, and then press [Connect Copy]. For details about Weekly Timer: Monday - Sunday, see "System Settings", Network and System Settings Guide.
An error message indicates the main machine has broken down.	The is lit.	Copying is not possible. Follow the instructions displayed.

If You Cannot Exit from Connect Copy

This section describes causes and remedies if you cannot exit from Connect Copy.

Problem	Cause	Solution
There is no response when you press [Connect Copy].	Scanning is in progress.	Press the [Clear/Stop] key on the main machine, and then press [Stop].
There is no response when you press [Connect Copy].	Copying is in progress.	Press the [Clear/Stop] key on the main machine, and then press [Stop].

Problem	Cause	Solution
There is no response when you press [Connect Copy].	A paper misfeed has occurred on either the main machine or sub-machine.	• Follow the instructions displayed. For details, see p.121 "Removing Jammed Paper" and p.138 "Removing Jammed Staples". • If the sub-machine's display indicates that a cover is open, follow the instructions displayed. • To cancel Connect Copy, Press the [Clear/Stop] key on the main machine, and then press [Stop].
There is no response when you press [Connect Copy].	The [Clear/Stop] key has been pressed on the main machine.	To cancel Connect Copy, Press the [Clear/Stop] key on the main machine, and then press [Stop].
There is no response when you press [Connect Copy].	Toner or other supplies need to be replaced on either the main machine or sub-machine.	• Follow the instructions displayed. For details about loading paper or adding toner and staples, see "Loading Paper", "Adding Toner", and "Adding Staples", About This Machine. For details about removing punch and staple waste, see p.141 "Removing Punch Waste" and p.144 "Removing Staple Waste". • To cancel Connect Copy, Press the [Clear/Stop] key on the main machine, and then press [Stop].

When Memory Is Full

This section describes likely causes of and possible solutions for problems related to full memory.

Message	Cause	Solution
"Memory is full. nn originals have been scanned. Press [Print] to copy scanned originals. Do not remove remaining originals." "n" in the message represents a changeable number.	The scanned originals exceeds the number of pages that can be stored in memory.	Press [Print] to copy scanned originals and cancel the scanning data. Press [Stop] to cancel the scanning data and not copy.
"Press [Continue] to scan and copy remaining originals."	The machine checked if the remaining originals should be copied, after the scanned originals were printed.	To continue copying, remove all copies, and then press [Continue]. To stop copying, press [Stop].

Connect Copy

Message	Cause	Solution
"Sub-machine memory is full. Sub-machine will be disconnected."	The quantity of data exceeds the capacity of the sub-machines.	Continue printing on the main machine.

Note

- If you set [Memory Full Auto Scan Restart] in [Input / Output] of User Tools to [On], even if the memory becomes full, the memory overflow message will not be displayed. The machine will make copies of the scanned originals first, and then automatically proceed to scan and to copy the remaining originals. In this case, the resulting sorted pages will not be sequential. For details about Memory Full Auto Scan Restart, see "Input/Output", Copy and Document Server Reference.

3. Troubleshooting When Using the Facsimile Function

This chapter describes likely causes of and possible solutions for facsimile function problems.

Adjusting the Volume

This section describes how to adjust the volume.

You can change the volume of the following sounds that the machine makes.

On Hook Mode

Heard when [On Hook] is pressed.

At Transmission

Heard when "Immediate Transmission" is performed.

At Reception

Heard when the machine receives a document.

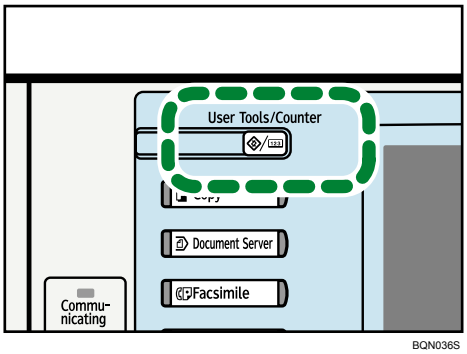
At Dialing

Heard after pressing the [Start] key, until the line connects to the destination.

At Printing

Heard when a received document is printed.

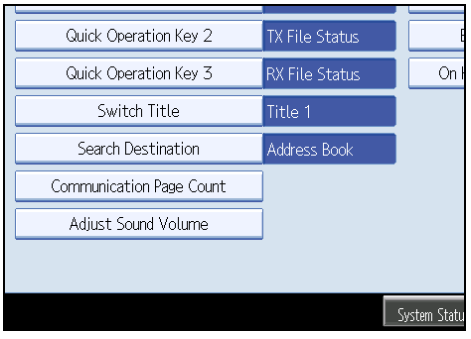
1. **Press the [User Tools / Counter] key.**



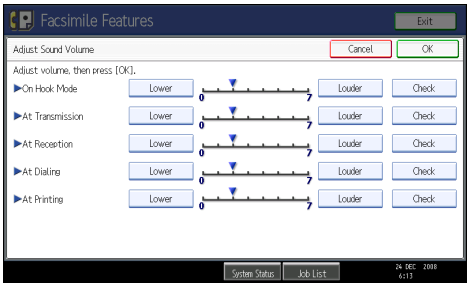
BQN036S

2. **Press [Facsimile Features].**
3. **Check that [General Settings] screen appears.**

4. **Press [Adjust Sound Volume].**



5. **Press [Lower] or [Louder] to adjust the volume, and then press [OK].**



You can hear the actual volume by pressing [Check].

If you press [Cancel], the volume setting is canceled. The display returns to that of step 4.

You can set the volume level to between 0 and 7.

6. **Press the [User Tools / Counter] key.**

The standby display appears.

Note

- You can adjust the On Hook volume when you press [On Hook]. See "On Hook Dial", Facsimile Reference.

Messages Displayed When Using the Facsimile Function

This section describes the machine's main messages. If other messages appear, follow their instructions.

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	Ask the user administrator for the correct login user name and login password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot detect original size. Select scan size."	The machine failed to detect the size of the original.	On the control panel, under [Scan Size], specify the scan area in [Scan Settings], and then resend the document.
"Check whether there are any network problems." [13-10]	The alias telephone number you entered is already registered on the gatekeeper by another device.	• In [Facsimile Features], under [Initial Settings], select [H.323 Settings], and then check that the alias telephone number is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Check whether there are any network problems." [13-11]	Cannot access gatekeeper.	• In [Facsimile Features], under [Initial Settings], select [H.323 Settings], and then check that "Gatekeeper Address" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [13-17]	Registering of user name is rejected by SIP server.	• In [Facsimile Features], under [Initial Settings], select [SIP Settings], and then check "SIP Server IP Address" and "SIP User Name" are correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Check whether there are any network problems." [13-18]	Cannot access SIP server.	• In [Facsimile Features], under [Initial Settings], select [SIP Settings], and then check that "SIP Server IP Address" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Check whether there are any network problems." [13-24]	The password registered for the SIP server is not the same as the password registered for this machine.	Contact the administrator.

Message	Cause	Solution
"Check whether there are any network problems." [13-25]	In [Effective Protocol], the IP address is not enabled, or an incorrect IP address has been registered.	• In [System Settings], under [Interface Settings], select [Effective Protocol], and then check that "IPv4" is programmed to "Active". You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [Interface Settings], select [Machine IPv4 Address], and then check the IP address is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the administrator.
"Check whether there are any network problems." [13-26]	The "Effective Protocol" and "SIP Server IP Address" settings are different, or an incorrect IP address has been registered.	• In [System Settings], under [Interface Settings], check the IP address is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the administrator.

Message	Cause	Solution
"Check whether there are any network problems." [14-01]	The DNS server, SMTP server, or folder specified for forwarding to was not found, or, the destination for Internet Fax around (not through) the SMTP server could not be found.	• In [System Settings], under [Interface Settings], check that the DNS server is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [SMTP Server], and then check that "Server Name" or "Port No." is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the folder for forwarding is correctly specified. • Check that the computer in which the folder for forwarding is specified is correctly operated. • Check that the LAN cable is correctly connected to the machine. • Contact the network administrator of the destinations. • Contact the network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [14-09]	E-mail transmission was refused by SMTP authentication, POP before SMTP authentication or login authentication of the computer in which the folder for transfer is specified.	• In [System Settings], under [File Transfer], select [SMTP Authentication], [POP before SMTP], or [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the user ID and password for the computer in which the folder for forwarding is specified are correctly programmed. • Check that the folder for forwarding is correctly specified. • Check that the computer in which the folder for forwarding is specified is correctly operated. • Contact the network administrator.
"Check whether there are any network problems." [14-33]	Neither the machine's nor the administrator's e-mail address is registered.	• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "E-mail Address" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [15-01]	No POP3/IMAP4 server address is programmed.	• In [System Settings], under [File Transfer], select [POP3 / IMAP4 Settings], and then check that "Server Name" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Check whether there are any network problems." [15-02]	Cannot log on to the POP3/ IMAP4 server.	• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Check whether there are any network problems." [15-03]	No machine e-mail address is programmed.	• In [System Settings], under [File Transfer], check that the machine e-mail address is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [15-11]	Cannot find the DNS server or POP3/IMAP4 server.	• In [System Settings], under [Interface Settings], check that the IP address of the DNS Server is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [POP3 / IMAP4 Settings], and then check that "Server Name" is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], select [E-mail Communication Port], and then check that the port number of the POP3/IMAP4 server is correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Check that the LAN cable is correctly connected to the machine. • In [System Settings], under [File Transfer], select [Reception Protocol], and then check that the reception protocol is correctly programmed. You can also use the Web Image Monitor. See the Web Image Monitor's Help. • Contact the network administrator.

Message	Cause	Solution
"Check whether there are any network problems." [15-12]	Cannot log on to the POP3/ IMAP4 server.	• In [System Settings], under [File Transfer], select [Fax E-mail Account], and then check that "User Name" and "Password" are correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • In [System Settings], under [File Transfer], check that the user name and password for POP before SMTP authentication are correctly programmed. You can also use the Web Image Monitor for confirmation. See the Web Image Monitor's Help. • Contact the network administrator.
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed.	• Try the operation once more. If the message is still shown, the network may be crowded. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide.
"Error occurred, and transmission was cancelled."	• Original jammed during Immediate Transmission. • A problem occurred in the machine, or noise occurred on the telephone line.	Press [Exit], and then send the documents again.
"Exceeded max. No. of display search results. Max.: n" (A figure is placed at n.)	The number of search results has exceeded the maximum number of items that can be displayed.	Search again after changing the search conditions.

Message	Cause	Solution
"Exceeded time limit for LDAP server search. Check the server status."	A network error has occurred and connection has failed.	• Try the operation once more. If the message is still shown, the network may be crowded. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide.
"Functional problems with facsimile. Data will be initialized."	There is a problem with the fax.	Record the code number shown on the display and contact your service representative. Other functions can be used.
"LDAP server authentication has failed. Check the settings."	A network error has occurred and connection has failed.	Make settings correctly for the user name and the password for LDAP server authentication.
"Original is being scanned by another function. Switch to the following function, then press the Stop key to cancel scanning or press the Start key to continue."	A function of the machine other than the Facsimile function is being used such as the Document Server function.	Before sending a file by fax, cancel the job in progress. For example, press [Exit], and then press the [Document Server] key. Next, press the [Clear/ Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Put original back, check it and press the Start key."	Original jammed during Memory Transmission.	Press [Exit], and then send the documents again.
"Remove paper from Copy Tray."	Copy Tray is full.	Remove the paper. If the other tray is also full, the tray name shown on the display changes. Remove paper from the tray indicated on the display.

Message	Cause	Solution
"Some invalid destination(s) contained. Do you want to select only valid destination (s)?"	The specified group contains fax destinations, e-mail destinations, and/or folder destinations, either of which are incompatible with the specified transmission method.	In the message that appears at each transmission, press [Select].
"Some page(s) are near blank. To cancel, press the Stop key."	The first page of the document is almost blank.	The original's blank side might have been scanned. Be sure to place your originals correctly. For details about determining the cause of blank pages, see "Detecting Blank Sheet", Facsimile Reference.
"Some page(s) are near blank."	The first page of the document is almost blank.	The original's blank side might have been scanned. Be sure to place your originals correctly. For details about determining the cause of blank pages, see "Detecting Blank Sheet", Facsimile Reference.
"The selected file(s) contained file(s) without access privileges. Only file (s) with access privileges will be deleted."	You tried to delete a document for which you do not have permission to delete.	Only the administrator can delete this document. Contact the administrator if you want to delete a document for which you do not have permission to delete.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operation is not possible while this message is displayed.
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

Note

- If "Check whether there are any network problems." appears, the machine is not correctly connected to the network or the settings of the machine are not correct. If you do not need to connect to a network, you can specify the setting so this message is not displayed, and then the [Facsimile] key no longer lights. For details about how to do this, see "Parameter Settings", Facsimile Reference. If you reconnect the machine to the network, be sure to set "Display" by configuring the appropriate User Parameter.
- If the paper tray runs out of paper, "There is no paper. Load paper." appears on the display, asking you to add paper. If there is paper left in the other trays, you can receive documents as usual, even if the message appears on the display. You can turn this function on or off with "Parameter Settings". For details about how to do this, see "Parameter Settings", Facsimile Reference.

When You Cannot Send or Receive Fax Messages As Wanted

This section describes likely causes of and possible solutions for transmission and reception-related problems.

Transmission/Reception

Problem	Cause	Solution
Both transmission and reception are impossible.	The modular cord may be disconnected.	Make sure the modular cord is correctly connected. See "Connecting the Machine to a Telephone Line and Telephone", Network and System Settings Guide.

Transmission

Problem	Cause	Solution
Document appears blank at the other end.	The original was placed upside down.	When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is fed via the ADF, the side to be scanned must face up.
Printed or sent images are spotty.	The ADF, exposure glass, or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine. Make sure ink or correction fluid is dry before placing originals.
Transmission failed due to "maximum e-mail size" error.	If the e-mail size specified on the machine is too large, the Internet Fax document cannot be sent.	In [Facsimile Features], under [Send Settings], set [Max. E-mail Size] to [Off], or set the maximum e-mail size to a larger value. Then, re-send the document.

Problem	Cause	Solution
When using On Hook Dial or Manual Dial, "Receivg." appears and transmission is not allowed.	If the machine fails to detect the size of the original when [Start] key is pressed, it performs a receiving operation.	Press [Scan Size] in [Scan Settings], select the scan area, and then resend the document. If you use On Hook Dial or Manual Dial frequently, it is recommended that you set "Receive documents by pressing the [Start] key when originals are not set." to "Off" in User Parameters. If this is set to "Off", when using Manual Dial you cannot receive by pressing the [Start] key. For details about how to do this, see "Parameter Settings", Facsimile Reference.
LAN-Fax Driver does not work.	The entered login user name, login password, or driver encryption key is incorrect.	Check your login user name, login password, or driver encryption key, and enter them correctly. Contact the administrator.
LAN-Fax Driver does not work.	A high security level is set by the extended security function.	Contact the administrator.
Although a group specification was set for the following, reception was not possible. Receiving Station of Information Box, Forwarding, Forwarding of Special Sender, Reception Report e-mail, E-mail TX Results, routing e-mail received via SMTP.	The number of specified destinations exceeds the maximum number that can be specified as a group.	A maximum of 500 parties can be specified for a group. Check if there are more than the specified numbers registered in the address book. If a group was registered in another group or specified as Receiving Stations 1 to 5 for the Transfer Box, transmission is canceled but an error message does not appear.

Reception

Problem	Cause	Solution
The machine failed to print received fax documents.	If this happened when the Receiving File indicator was lit, low paper may have caused printing to stop.	• Load paper into the tray. • Add toner. For details about Substitute Reception, see "Substitute Reception", Facsimile Reference.
The machine failed to print received fax documents.	In [Facsimile Features], under [Reception Settings], [Store] has been selected for [Reception File Setting].	Print the fax documents using a Web browser or the Print Stored RX File function. See "Printing Received and Stored Documents" and "Viewing, Printing, and Deleting Received Fax Documents Using a Web Image Monitor", Facsimile Reference.
The machine failed to print received fax documents.	An alert indicator is lit.	Load paper into the tray. See "Loading Paper", About This Machine.
While pressing [Manual E-mail RX], "Cannot receive E-mails currently." appears and e-mail cannot be received.	The machine is receiving an on-demand e-mail message (e-mail inquiry from the administrator).	After the e-mail is received, press [Manual E-mail RX], and then try again.

Printing

Problem	Cause	Solution
Print is slanted.	The tray's side fences might not be locked.	Make sure the side fences are locked. See "Changing the Paper Size", About This Machine.
Print is slanted.	The paper is fed at a slant.	Load the paper correctly. See "Loading Paper", About This Machine.
Misfeeds occur frequently.	The number of feeding in the paper tray exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray, LCT, or bypass tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.

Problem	Cause	Solution
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Sheets are feeding in together, resulting in jams.	The pages are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Copy paper becomes creased.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Edges of sheets are creased.	You are using non-recommended paper.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Images are only partially printed.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Black lines appear on the print produced at the destination.	The ADF, exposure glass or scanning glass is dirty.	Clean them. See "Maintaining Your Machine", About This Machine.
Background of received images appears dirty. Images from the back of the page appear.	Image density is too high.	Adjust the scan density settings. For details about how to change the density, see "Density (Contrast)", Facsimile Reference.
Received image is too light.	When using moist, rough, or processed paper, areas of print may not be fully reproduced.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Received image is too light.	The image density has been set too low.	Increase the scanning density. For details about how to change the density, see "Density (Contrast)", Facsimile Reference.
Received image is too light.	The original of the transmitted fax was printed on paper that is too thin.	Ask the sender to reprint the original on thicker paper and fax it again.

Problem	Cause	Solution
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	• Do not install the machine in areas that are susceptible to low temperature. • Use paper that has been stored where temperature and humidity conditions meet the limitations we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", About This Machine. • Install the Optional anti-humidity heater. For details about the anti-humidity heater, contact your service representative.

Others

Problem	Cause	Solution
All fax documents stored in memory have been lost. Those documents include ones stored through Memory Transmission/Reception, Memory Lock, or Substitute Reception.	When about one hour passes after power to the machine is turned off, all fax documents stored in memory are lost.	If any documents have been lost for this reason, a Power Failure Report is automatically printed when the machine is turned on. If fax documents stored for Memory Transmission have been lost, check the destinations and resend the documents. If fax documents received through Memory, Memory Lock or Substitute Reception have been lost, ask the senders to resend the documents. See p.68 "Turning Off the Main Power / In the Event of Power Failure".
When a correct password is entered, you cannot print documents that appear in the Personal box or Information box, or transmit / print out stored documents.	Documents are locked by a security function if incorrect passwords are entered a certain number of times.	Contact the administrator.

Problem	Cause	Solution
[Prg. Dest.] or [Manual Entry] does not appear.	This function is made unavailable by the enhanced security function.	Contact the administrator.
The following functions are not available: Forwarding, Store File in the Information Box, routing e-mail received via SMTP.	This function is made unavailable by the enhanced security function.	Contact the administrator.
Cannot print JPEG format files with the Mail to Print function.	Only JFIF files are printable. (JFIF is a JPEG subformat.)	Make sure the files you are trying to print are in JFIF subformat.

When Memory Is Full

This section describes likely causes of and possible solutions for problems related to full memory.

Message	Cause	Solution
"Memory is full. Cannot scan more. Transmission will be stopped."	The memory is full.	If you press [Exit], the machine returns to standby mode and starts transmitting the stored pages. Check the pages that have not been sent using the Communication Result Report, and then resend those pages.

If an Error Report Is Printed

An Error Report is printed if a document cannot be successfully sent or received.

Possible causes include a problem with the machine or noise on the telephone line. If an error occurs during transmission, resend the original. If an error occurs during reception, ask the sender to resend the document.

Important

- If an error happens frequently, contact your service representative.
- The "Page" column gives the total number of pages. The "Page not sent" or "Page not received" column gives the number of pages not sent or received successfully.
- You can display destinations by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.
- You can display sender names by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.

Turning Off the Main Power / In the Event of Power Failure

The following notes concern power failure and turning off the machine.

⚠CAUTION

- When you disconnect the power plug from the wall outlet, always pull the plug (not the cable).

Important

- **Do not turn off the main power switch while the power indicator is lit or blinking. If you do, the hard disk and memory may be damaged and failure could result.**
- **Turn off the main power switch before pulling out the plug. If you pull out the plug with the switch on, the hard disk and memory may be damaged and failure could result.**
- **Make sure 100% is shown on the display before you unplug the machine. If a lower value is shown, some data is currently present in memory.**
- **Right after a power failure, the internal battery needs to be sufficiently recharged to guard against future data loss. Keep the machine plugged in and the main power switch on for about 24 hours after the power loss.**

Even if the main power switch is turned off, the contents of the machine memory (for example, programmed numbers) will not be lost. However, if power is lost for about one hour because the main power switch is turned off, there is a power cut, or the power cable is removed, contents of the Fax memory are lost. Lost items will include any fax documents stored in memory using Memory Transmission/Reception, or Memory Lock.

If a file was deleted from memory, a Power Failure Report is automatically printed as soon as the power is restored.

This report can be used to identify lost files. If a memory stored for Memory Transmission was lost, resend it. If a document received by Memory Reception or Substitute Reception was lost, ask the sender to resend it.

When an Error Occurs Using Internet Fax

This section describes reports that the machine sends if an Internet Fax error occurs.

Error Mail Notification

The machine sends the Error Mail Notification to the sender when it is unable to successfully receive a particular e-mail message. A "cc" of this notification is also sent to the administrator's e-mail address when one is specified.

Important

- **If an incoming Internet Fax from another party bypasses the SMTP server, even if reception is not successful, an Error Mail Notification is not sent to the sender.**

Note

- You can select to send Error Mail Notification by configuring the appropriate User Parameter. For details about how to do this, see "Parameter Settings", Facsimile Reference.
- If Error Mail Notification cannot be sent, the Error Report (E-mail) is printed by the machine.
- If an error occurs when an e-mail is received via SMTP, the SMTP server sends an error e-mail to the originator of the document.

Error Report (E-mail)

The Error Report (E-mail) is printed by the machine when it is unable to send an Error Mail Notification.

Server-Generated Error E-mail

The transmitting server sends this error e-mail to the originator of e-mail that cannot be transmitted successfully (due to reasons such as specifying an incorrect e-mail address).

Important

- **If an Internet Fax transmission bypasses the SMTP server, even if transmission is not successful, an error e-mail is not sent from the server.**

Note

- After a server-generated error e-mail is printed, the first page of the sent document is printed.

4. Troubleshooting When Using the Printer Function

This chapter describes likely causes of and possible solutions for printer function problems.

Messages Displayed When Installing the Printer Driver

This section describes what to do if a message appears when installing the printer driver.

Message number 58 or 34 indicates that the printer driver cannot be installed using Auto Run. Install the printer driver using [Add Printer] or [Install Printer].

Message number 58 appears if there is a newer version of the printer driver already installed.

Windows 2000

This section describes the procedure under Windows 2000.

1. **On the [Start] menu, point to [Settings], and then click [Printers].**
2. **Double-click the Add Printer icon.**
3. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\(RPCS, PCL6, or PCL5E)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.
4. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

Windows XP Professional or Windows Server 2003/2003 R2

This section describes the procedure under Windows XP Professional or Windows Server 2003/2003 R2.

1. **On the [start] menu, click [Printers and Faxes].**
2. **Click [Add a printer].**

3. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\(RPCS, PCL6, or PCL5E)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.

4. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

Windows XP Home Edition

This section describes the procedure under Windows XP Home Edition.

1. **On the [start] menu, click [Control Panel].**
2. **Click [Printers and Other Hardware].**
3. **Click [Printers and Faxes].**
4. **Click [Add a printer].**
5. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\(RPCS, PCL6, or PCL5E)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.

6. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

Windows Vista

This section describes the procedure under Windows Vista.

1. **On the Start menu, click [Control Panel].**
2. **Click [Hardware and Sound].**
3. **Click [Printers].**
4. **Click [Add a printer].**
5. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\(RPCS, PCL6, or PCL5E)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.

6. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

Windows Server 2008

This section describes the procedure under Windows Server 2008.

1. **On the [Start] menu, click [Control Panel].**
2. **Click [Hardware and Sound].**
3. **Click [Printers].**
4. **Click [Add a printer].**
5. **Follow the instructions in Add Printer Wizard.**

   If the printer driver is on a CD-ROM, the location of the driver is \DRIVERS\(RPCS, PCL6, or PCL5E)\XP_VISTA\(language)\DISK1. If the installer starts, click [Cancel] to quit.
6. **Specify a port.**

Note

- Available ports vary according to your Windows operating system or the type of interface. For details, see "Preparing the Machine", Printer Reference.

If USB Connection Fails

This section describes how to troubleshoot a problem related to USB connections.

Problem	Cause	Solution
The machine is not automatically recognized.	The USB cable is not connected properly.	Disconnect the USB cable, and then turn off the main power switch. Turn the machine on again. When the machine has fully booted up, reconnect the USB cable.
Windows has already configured the USB settings.	Check whether the computer has identified the machine as an unsupported device.	Open Windows' Device Manager, and then, under [Universal Serial Bus controllers], remove any conflicting devices. Conflicting devices have a [!] or [?] icon by them. Take care not to accidentally remove required devices. For details, see Windows Help.

Messages Displayed When Using the Printer Function

This section describes the principal messages that appear on the panel display. If a message not described here appears, act according to the message.

Status Messages

This section describes the machine status messages.

Message	Status
"Hex Dump Mode"	In Hex Dump mode, the machine receives data in hexadecimal format. Turn off the machine after printing, and then turn it back on.
"Job Suspended..."	Printing was temporarily stopped by SmartDeviceMonitor for Client. You can resume printing via [My Job List] in SmartDeviceMonitor for Client, or via the Web Image Monitor. To resume printing via Web Image Monitor, check with your system administrator first.
"Offline"	The machine is offline. To start printing, switch the machine online by pressing [↦Online].
"Please wait."	This message might appear for a second or two while the machine is preparing, performing initial adjustments, or adding toner. Wait a while.
"Printing..."	The machine is printing. Wait a while.
"Ready"	This is the default ready message. The machine is ready for use. No action is required.
"Resetting job..."	The machine is resetting the print job. Wait until "Ready" appears on the display panel.
"Setting change..."	The machine is changing settings. You cannot use the control panel while this message is displayed. Wait a while.
"Waiting for print data..."	The machine is waiting for the next data to print. Wait a while.

Messages Displayed on the Control Panel When Using the Printer Function

This section describes likely causes of and possible solutions for the error messages that appear on the control panel.

Note

- Before turning the main power off, see "Turning On/Off the Power", About This Machine.

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	Ask the user administrator for the correct login user name and login password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Cannot connect with the wireless card. Turn the main power switch off, then check the card."	• The wireless LAN interface unit was not inserted when the machine was turned on. • The wireless LAN interface unit was pulled out after the machine was turned on. • The settings are not updated although the unit is detected.	Turn off the machine, and check the wireless LAN interface unit is inserted correctly. Then, turn the machine on again. If the message appears again, call your service representative.
"Hardware Problem: Ethernet"	An error has occurred in the Ethernet board.	Turn the main power switch off, and back on again. If the message appears again, contact your service representative.
"Hardware Problem: HDD"	An error has occurred in the hard disk drive.	Turn the main power switch off, and back on again. If the message appears again, contact your service representative.
"Hardware Problem: Parallel I/F"	An error has occurred in the parallel interface board.	Turn the main power switch off, and back on again. If the message appears again, contact your service representative.

Message	Cause	Solution
"Hardware Problem: USB"	An error has occurred in the USB interface.	Turn the main power switch off, and back on again. If the message appears again, contact your service representative.
"Hardware Problem: Wireless Board"	Access to the wireless board in which the wireless LAN interface unit is inserted is possible, but an error was detected.	Turn off the machine, and check the wireless board is inserted correctly. Then, turn the machine on again. If the message appears again, call your service representative.
"Hardware Problem: Wireless Card"	• The installed wireless LAN or Bluetooth card is not compatible with this machine. • An error has occurred in either the wireless LAN or Bluetooth card.	Turn off the machine, and check the wireless card. Then, turn the machine on again. If the message appears again, call your service representative.
"IPDS font error. Turn the main power switch off then on. Press [Reset IPDS Fonts] in Printer Features."	An IPDS font error occurred.	Contact the machine administrator.
"Load following paper in n." "To cancel job, press [Job Reset]." (A figure is placed at n)	The printer driver settings are incorrect or the tray does not contain paper of the size selected in the printer driver.	Check the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to change the paper size, see "Changing the Paper Size", About This Machine.
"Paper size and type are mismatched. Select another tray from the following and press [Continue]. To cancel job, press [Job Reset]. Paper size and type can also be changed in User Tool."	The printer driver settings are incorrect or the tray does not contain paper of the size or type selected in the printer driver.	Check the printer driver settings are correct, and then load paper of the size selected in the printer driver into the input tray. For details about how to change the paper size, see "Changing the Paper Size", About This Machine.
"Problem: Printer Font Error"	An error has occurred in the font settings.	Contact your service representative.

Message	Cause	Solution
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the authority to do so.	Files can be deleted by the person who created the file. To delete a file which you are not authorized to delete, contact the person who created the file.
"The tray selected for other pages is the same as the one for Slip Sheets ([Designate]). Cannot print. Check the setting."	The tray selected for other pages is the same as the one for slip sheets.	Reset the job. Be sure the tray you select for slip sheets is not providing paper for other pages.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated from the network using SmartDeviceMonitor for Admin or Web Image Monitor.	Wait until the message disappears. Do not switch off the power while this message is displayed. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

Other Messages

This section describes likely causes of and possible solutions for the error messages that are printed on the error logs or reports.

Message	Cause	Solution
"84: Error"	There is no work area available for image processing.	• In [Printer Features], under [System], set [Memory Usage] to [Font Priority]. • Decrease the number of files sent to the machine.
"85: Error"	The specified graphics library is unavailable.	Check that the data is valid.

Message	Cause	Solution
"86: Error"	Parameters of the control code are invalid.	Check the print settings.
"91: Error"	Printing was canceled by the auto job cancel function due to a command error.	Check that the data is valid.
"92: Error"	Printing was canceled because [Job Reset] or the [Clear/Stop] key was selected on the machine's control panel.	Perform the print operation again if necessary.
"A function which cannot be used with Fold mode was set. The job has been cancelled."	A print job was cancelled because a function(s) not available with Fold was selected.	Cancel the function(s) not available with Fold. For details about the functions not available with Fold, see "Fold", Printer Reference.
"Address Book is currently in use by another function. Authentication has failed."	The machine currently cannot perform authentication because the address book is being used by another function.	Wait a while, and then retry the operation.
"Auto-registration of user information has failed."	Automatic registration of information for LDAP Authentication or Windows Authentication failed because the address book is full.	Contact the administrator.
"Classification Code is incorrect."	The classification code has not been entered, or the classification code has been entered incorrectly.	Enter the correct classification code.
"Classification Code is incorrect."	The classification code is not supported with the printer driver.	Select Optional for classification code. For details about how to specify classification code settings, see "Configuring Classification Codes", Printer Reference.

Message	Cause	Solution
"Collate has been cancelled."	Collate was canceled.	Turn the main power switch off and then back on again. If the message appears again, contact your sales or service representative.
"Command Error"	An RPCS command error occurred.	Check using the following procedure: • Check if the communication between the computer and the machine is working correctly. • Check if the correct printer driver is being used. • Check if the machine's memory size is set correctly in the printer driver. • Check that the printer driver is the most up-to-date version available.
"Compressed Data Error."	The printer detected corrupt compressed data.	• Check the connection between the computer and the printer. • Check that the program you used to compress the data is functioning correctly.
"Data storage error."	You tried to print a Sample Print, Locked Print, Hold Print, or Stored Print file, or to store a file in the document server when the HDD was malfunctioning.	Contact your service representative.
"Document Server is not available to use. Cannot store."	You cannot use the document server function.	Contact the administrator.
"Duplex has been cancelled."	Duplex printing was canceled.	• Select the proper paper size for the duplex function. See "Specifications for the Main Unit", About This Machine. • In [System Settings], under [Tray Paper Settings] / [Paper Type], set [Apply Duplex] to [Yes].

Message	Cause	Solution
"Error has occurred."	A syntax error, etc., occurred.	Check that the PDF file is valid.
"Exceeded max. capacity of Document Server. Cannot store."	The HDD became full after a file was stored.	Delete some of the files stored in the document server or reduce the size that you want to send.
"Exceeded max. number of files of Document Server. Cannot store."	The maximum file capacity of the document server was exceeded.	Delete some of the files stored in the document server.
"Exceeded max. number of files to print for temporary / stored jobs."	While printing a Sample Print, Locked Print, Hold Print or Stored Print file, the maximum file capacity was exceeded.	Delete unneeded files stored in the machine.
"Exceeded max. number of pages of Document Server. Cannot store."	The maximum page capacity of the document server was exceeded.	Delete some of the files stored in the document server or reduce the number of pages that you want to send.
"Exceeded max. number of pages to print for temporary / stored jobs."	While printing a Sample Print, Locked Print, Hold Print or Stored Print file, the maximum page capacity was exceeded.	Delete unneeded files stored in the machine. Reduce the number of pages to print.
"Exceeded max. pages. Collate is incomplete."	The number of pages exceeds the maximum number of sheets that you can use Collate with.	Reduce the number of pages to print.
"Exceeded the maximum number of multi-sheet fold. The job has been cancelled."	The maximum number of multi-sheet fold was exceeded.	Specify fewer sheets for the multi-sheet fold function. Multi-sheet folding can be applied to a maximum of three sheets at once.
"Failed to obtain file system."	PDF direct printing could not be performed because the file system could not be obtained.	Turn the main power switch off, and back on again. If the message appears again, contact your service representative.
"File system is full."	PDF file do not print out because the capacity of the file system is full.	Delete all unnecessary files from the hard disk, or decrease the file size sent to the machine.

Message	Cause	Solution
"Fold is not available with the settings. The job has been cancelled."	Fold function is not available with the current settings.	Check the paper settings. For details about the limitations of the Fold function, see "Fold", Printer Reference.
"Folding Unit Error."	There is a problem with the Multi-Folding Unit.	Contact your service representative.
"HDD is full."	The HDD became full while printing a Sample Print, Locked Print, Hold Print or Stored Print file.	Delete unneeded files stored in the machine. Alternatively, reduce the data size of the Sample Print, Locked Print, Hold Print or Stored Print file.
"HDD is full."	When printing with the PostScript 3 printer driver, the HDD's capacity for fonts and forms has been exceeded.	Delete unneeded forms or fonts registered in the machine.
"I/O buffer overflow."	An input buffer overflow occurred.	• In [Printer Features], under [System], set [Memory Usage] to [Font Priority]. • In [Printer Features], under [Host Interface], select [I/O Buffer], and then set the maximum buffer size to a larger value. • Reduce the number of files being sent to the machine.
"Information for user authentication is already registered for another user."	The user name for LDAP or RDH authentication was already registered in a different server with a different ID, and a duplication of the user name occurred due to a switching of domains (servers),etc.	Contact the administrator.

Message	Cause	Solution
"Insufficient Memory"	A memory allocation error occurred.	**PCL 5e/6** On the printer driver's [Print Quality] tab, specify a lower resolution on the [Resolution]. **PostScript 3** On the printer driver's [Paper/ Quality] tab, specify a lower resolution on the [Resolutions:]. **RPCS** On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].
"Memory Retrieval Error"	A memory allocation error occurred.	Turn the main power switch off, and back on again. If the message appears again, replace the RAM.
"No response from the server. Authentication has failed."	A timeout occurred while connecting to the server for LDAP authentication or Windows Authentication.	Check the status of the server.
"Output tray has been changed."	The output tray was changed because the paper size of the specified output tray is limited.	Specify the proper output tray.

Message	Cause	Solution
"Print overrun."	Images were discarded while printing.	**PCL 5e/6** On the printer driver's [Print Quality] tab, specify a lower resolution on the [Resolution]. **PostScript 3** On the printer driver's [Paper/ Quality] tab, specify a lower resolution on the [Resolutions:]. **RPCS** On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].
"Punch has been cancelled."	Punch printing was canceled.	Check the paper orientation, print orientation, and punch position. Certain settings can produce print results that might not be as expected.
"Receiving data failed."	Data reception was aborted.	Resend the data.
"Selected ppr. size is not supported. Job was cancelled."	Job reset is automatically performed if the specified paper size is incorrect.	Specify the correct paper size and print the file again.
"Sending data failed."	The machine received a command to stop transmission from the printer driver.	Check if the computer is working correctly.
"Staple has been cancelled."	Stapling printing was canceled.	Check the paper orientation, paper quantity, print orientation, and staple position. Certain settings can produce print results that might not be as expected.
"The entered password is incorrect."	The password of the encrypted PDF file has been entered incorrectly.	Enter the correct password.

Message	Cause	Solution
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. memory."	The HDD became full after a file was stored.	Delete the files stored in the document server or reduce the file size to be sent.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. number of files."	The maximum file capacity of the document server was exceeded.	Delete the files stored in the document server.
"The print job has been cancelled because capture file(s) could not be stored: Exceeded max. number of pages per file."	The maximum page capacity of the document server was exceeded.	Delete some of the files stored in the document server or reduce the number of pages that you want to send.
"You do not have a privilege to print this PDF file."	The logged in user is not allowed to print the selected PDF document.	Check the security settings of the PDF document.
"You do not have a privilege to use this function. This job has been cancelled."	The entered login user name or login password is not correct.	Check that the user name and password are correct.
"You do not have a privilege to use this function. This job has been cancelled."	The logged in user is not allowed to use the selected function.	Contact the administrator.
"Z-fold error."	Z-folding was canceled.	Check the tray, paper orientation, print orientation, and Z-fold settings again.

If printing does not start, contact your service representative.

Note

- The contents of errors may be printed on the Configuration Page. Check the Configuration Page in conjunction with the error log. For details about how to print the Configuration Page, see "List/Test Print", Printer Reference.

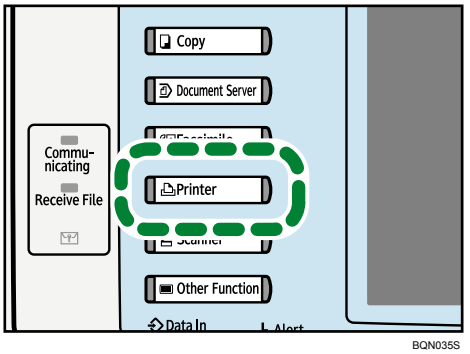
Checking the Error Log

If files could not be stored due to printing errors, identify the cause of the errors by checking the error log on the control panel.

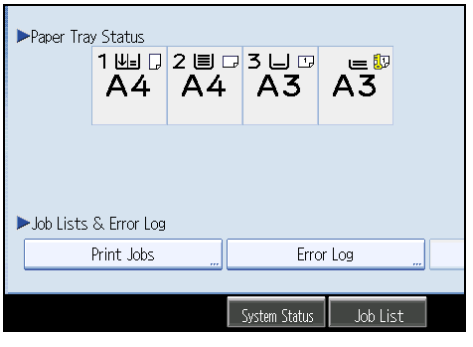
Important

- The most recent 50 errors are stored in the error log. If a new error is added when there are 50 errors already stored, the oldest error is deleted. However, if the earliest error is a Sample Print, Locked Print, Hold Print, or Stored Print error, it is not deleted. The error is stored separately until the number of errors reaches 30.
- If the main power switch is turned off, the log is deleted.
- You cannot view [Error Log] on the simplified display.

1. Press the [Printer] key to display the printer screen.



2. Press [Error Log].



An error log list appears.

3. Press the desired job list, and then press [Details].

A detailed error log appears.

When You Cannot Print

This section describes what to do if printing does not start even after performing [Print].

Problem	Cause	Solution
Printing does not start.	The power is off.	Check the cable is securely plugged into the power outlet and the machine. Turn on the main power switch.
Printing does not start.	The machine is set to "Offline".	Press [↦Online].
Printing does not start.	The cause is displayed on the display of the control panel.	Check the error message or warning status on the display panel and take the required action.
Printing does not start.	The interface cable is not connected correctly.	Connect the interface cable securely. If it has a fastener, fasten that securely as well. See "Connecting to the Interfaces", Network and System Settings Guide.
Printing does not start.	The correct interface cable is not being used.	The type of interface cable you should use depends on the computer. Be sure to use the correct one. If the cable is damaged or worn, replace it. See "Connecting to the Interfaces", Network and System Settings Guide.
Printing does not start.	The interface cable was connected after the machine was switched on.	Connect the interface cable before turning on the machine.
Printing does not start.	If the machine is using wireless LAN, failure to print might result from a weak wireless signal.	In [System Settings], under [Interface Settings], select [Wireless LAN], and then press [Wireless LAN Signal] to check signal status. If signal quality is poor, move the machine to a location where radio waves can pass or remove objects that might cause interference. (You can check signal status only when using wireless LAN in the infrastructure mode.)

Problem	Cause	Solution
Printing does not start.	If the machine is using wireless LAN, SSID settings are incorrect.	Check using the machine's display panel that the SSID is correctly set. See "Connecting the Machine", Network and System Settings Guide.
Printing does not start.	If the machine is using wireless LAN, the receiver's MAC address may be preventing communication with the access point.	Check access point settings when in the infrastructure mode. Depending on the access point, client access may be limited by MAC address. Also, check there are no problems in transmission between access point and wired clients, and between access point and wireless clients.
Printing does not start.	The wireless LAN interface is not working.	Confirm the orange LED is lit, and the green LED is lit or blinks during transmission.
Printing does not start.	The login user name, login password, or driver encryption key is invalid.	Check the login user name, login password, or driver encryption key.
Printing does not start.	Advanced encryption has been set using the Extended Security function.	Check the settings of the Extended Security function with the administrator.
Data In indicator does not light up or flash.	If the Data In indicator does not light up or flash even after the print job starts, the machine has not received the data.	• When the machine is connected to a computer via a cable, check the computer print port settings are correct. For details, see p.89 "When the Data In Indicator Does Not Light Up or Flash". • When it is networked with a computer, contact the administrator.
[List / Test Print] is disabled.	A mechanical error might have occurred.	Contact your service representative.

Problem	Cause	Solution
Printing does not start when using the extended wireless LAN in Ad-hoc mode.	The correct Communication mode is not set.	• Turn the main power off and back on. See "Turning On/Off the Power", About This Machine . • In [System Settings], under [Interface Settings], select [Wireless LAN], and then set [Communication Mode] to [802.11 Ad-hoc Mode] and [Security Method] to [Off]. Then at the other side, set [SSID Setting] and [Ad-hoc Channel] to the same values.

If printing does not start, consult your service representative.

When the Data In Indicator Does Not Light Up or Flash

When the Data In indicator does not light up or flash after starting a print job, data is not being sent to the machine.

When the machine is connected to the computer using the interface cable

This section describes how to check the print port when the Data In indicator does not light up or blink.

Check if the print port setting is correct. When it is connected using a parallel interface, connect it to LPT1 or LPT2.

For Windows 2000

1. Click the [Start] button, point to [Settings], and then click [Printers].
2. Click the icon of the machine. On the [File] menu, click [Properties].
3. Click the [Ports] tab.
4. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows XP Professional or Windows Server 2003/2003 R2

1. Click the [start] button, and then click [Printers and Faxes].
2. Click the icon of the machine. On the [File] menu, click [Properties].
3. Click the [Ports] tab.
4. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows XP Home Edition

1. Click the [start] button, and then click [Control Panel].
2. Click [Printers and Other Hardware].
3. Click [Printers and Faxes].
4. Click the icon of the machine. On the [File] menu, click [Properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows Vista

1. Click the Start button, and then click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Printers].
4. Click the icon of the machine. On the [Organize] menu, click [Properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

For Windows Server 2008

1. Click the [Start] button, and then click [Control Panel].
2. Click [Hardware and Sound].
3. Click [Printers].
4. Click the icon of the machine. On the [Organize] menu, click [Properties].
5. Click the [Ports] tab.
6. In the [Print to the following port(s)] list, confirm the correct port is selected.

Network connection

Contact the network administrator.

Other Printing Problems

This section describes likely causes of and possible solutions for problems that can occur when printing from a computer.

When you cannot print clearly

Problem	Cause	Solution
The printed image is smudged.	Settings for thick paper have not been made when printing on thick paper in the bypass tray.	**PCL 5e/6** On the [Paper] tab, select [Bypass Tray] in the [Input Tray:] list, and then select "Thick" in the [Type:] list. **PostScript 3** On the [Paper/Quality] tab, select [Bypass Tray] in the [Paper Source:] list, and then select "Thick" in the [Media Type:] list. **RPCS** On the [Print Settings] tab, select [Bypass Tray] in the [Paper source tray:] list, and then select "Thick (87-216g/m2)" in the [Paper type:] list.
The printed image is faded over the entire page.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
The printed image is faded over the entire page.	The paper is unsuitable.	Use recommended paper. Printing on coarse or treated paper might result in faint print image. See "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
The printed image is faded over the entire page.	If the [Toner saving] is selected in the printer driver settings, the entire page will be faded when printed.	**PCL 5e/6** On the [Print Quality] tab, select [Off] on the [Toner Saving] area. **PostScript 3** On the [Paper/Quality] tab, select [Through] or [Edge Smoothing] in the [Print Mode] list. **RPCS** On the [Print Quality] tab, clear the [Toner saving] check box.
Images smudge when rubbed. (Toner is not fixed.)	The specified paper type and the paper that is actually loaded might be different. For example, thick paper might be loaded but not specified as the paper type.	**PCL 5e/6** On the [Paper] tab, select a proper paper type in the [Type:] list. **PostScript 3** On the [Paper/Quality] tab, select a proper paper type in the [Media Type] list. **RPCS** On the [Print Settings] tab, select a proper paper type in the [Paper type:] list.
The printed image is different from the image on the computer's display.	Printing will be performed by the machine's graphic processing function.	On the RPCS printer driver's [Print Quality] tab, display the [Change User Settings...] dialog box, ensure that [Print as bitmap] on [Misc.] tab is checked, and then print.
When printing graphics, the output and the screen are different.	If the printer driver is configured to use the graphics command, the graphics command from the machine is used to print.	If you want to print accurately, set the printer driver to print without using the graphics command. See the printer driver Help.
Lines of garbled or unwanted alphanumeric characters appear.	An incorrect printer language might have been selected.	Select the correct printer driver and print the file again.

Problem	Cause	Solution
Images are cut off, or excess is printed.	You may be using paper smaller than the size selected in the application.	Use the same size paper as that selected in the application. If you cannot load paper of the correct size, use the reduction function to reduce the image, and then print. See the printer driver Help.
Page layout is not as expected.	Print areas differ depending on machine used. Information that fits on a single page on one machine may not fit on a single page of another machine.	On the RPCS printer driver's [Printer Configuration] dialogue box, adjust the [Printable area:] setting. See the printer driver Help.
Photo images are coarse.	Some applications print at lower resolution.	**PCL 5e/6** On the printer driver's [Print Quality] tab, specify a higher resolution on the [Resolution]. **PostScript 3** On the printer driver's [Paper/ Quality] tab, specify a higher resolution on the [Resolutions:]. **RPCS** • On the printer driver's [Print Quality] tab, select [Photograph] on the [Document type]. • On the printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then on the [Image Adjustments] tab, specify a higher resolution on the [Resolution].

Problem	Cause	Solution
A solid line is printed as a dashed line or appears blurred.	Dither patterns do not match.	**PostScript 3** On the printer driver's [Advanced] tab, change the [Dithering:] setting. **RPCS** On the printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, change the [Dithering:] setting. See the printer driver Help.
Fine lines are fuzzy, of inconsistent thickness, or do not appear.	Super fine lines have been specified in the application.	**PostScript 3** On the printer driver's [Advanced] tab, change the [Dithering:] setting. **RPCS** On the printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, change the [Dithering:] setting. See the printer driver Help. If the problem continues after you change the dithering settings, use the settings of the application in which the image was created to change the thickness of the lines.

When paper is not fed properly

Problem	Cause	Solution
Paper is not fed from the selected tray.	When you are using a Windows operating system, printer driver settings override those settings using the display panel.	**PCL 5e/6** On the printer driver's [Paper] tab, in the [Input Tray:] list, select the desired input tray. **PostScript 3** On the printer driver's [Paper/ Quality] tab, in the [Paper Source:] list, select the desired input tray. **RPCS** On the printer driver's [Print Settings] tab, in the [Paper source tray:] list, select the desired input tray.
Images are printed at a slant.	The tray's side fences might not be locked.	Check the side fences are locked. See "Changing the Paper Size", About This Machine.
Images are printed at a slant.	The paper is feeding in at a slant.	Load the paper correctly. See "Loading Paper", About This Machine.
Misfeeds occur frequently.	The number of sheets loaded exceeds the capacity of the machine.	Load paper only as high as the upper limit markings on the side fences of the paper tray, LCT, or bypass tray.
Misfeeds occur frequently.	The paper tray's side fences are set too tightly.	Push the side fences lightly, and then reset it.
Misfeeds occur frequently.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Misfeeds occur frequently.	The paper is too thick or too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.

Problem	Cause	Solution
Misfeeds occur frequently.	The paper is wrinkled or has been folded/creased.	Use recommended paper only and be sure its storage environment meets the recommended temperature and humidity conditions. For details about recommended paper and the proper way to store it, see "Recommended Paper Sizes and Types" and "Paper Storage", About This Machine.
Misfeeds occur frequently.	Printed paper is being used.	Do not load sheets that have already been copied or printed onto by another machine.
Misfeeds occur frequently.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Sheets are feeding in together, resulting in jams.	Sheets are sticking together.	Fan the sheets thoroughly before loading them. Alternatively, feed the sheets into the machine one at a time.
Copy paper becomes creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Copy paper becomes creased.	The paper is too thin.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Edges of sheets are creased.	The paper is damp.	Use paper that has been stored in the recommended temperature and humidity conditions. See "Paper Storage", About This Machine.
Edges of sheets are creased.	You are using non-recommended paper.	Use recommended paper. See "Recommended Paper Sizes and Types", About This Machine.
Duplex printing is malfunctioning.	Duplex printing cannot be done with paper set in the bypass tray.	When using duplex printing, make settings to use paper from a tray other than the bypass tray.

Problem	Cause	Solution
Duplex printing is malfunctioning.	You have loaded thick paper heavier than 128 g/m^2.	Change the paper.
Duplex printing is malfunctioning.	[Apply Duplex] is set to [No] for "Paper Type".	In [Tray Paper Settings], under "Paper Type", set [Apply Duplex] to [Yes].
Duplex printing is malfunctioning.	You cannot select duplex printing if the paper type is set to [Thick Paper].	In [Tray Paper Settings], under "Paper Type", select a paper thickness other than [Thick Paper].
The image on the back side of duplex copies has mottled blank patches or is smudged.	Missing patches and smudges are caused by moisture leaking from the paper.	• Do not install the machine in areas that are susceptible to low temperature. • Use paper that has been stored where temperature and humidity conditions meet the limitations we recommend. For details about the paper storage conditions we recommend, see "Paper Storage", About This Machine. • Install the Optional anti-humidity heater. For details about the anti-humidity heater, contact your service representative.
White stripes appear on the OHP.	Fragments of paper are stuck to the OHP.	Use a dry cloth to wipe any paper fragments off the back of the OHP.

Other printing problems

Problem	Cause	Solution
It takes a long time to complete a print job.	"Sleep mode" might be set.	The machine requires time to warm up if it has been in "Sleep mode". In [System Settings], under [Timer Settings], select [Auto Off Timer], and then specify "Sleep mode".

Problem	Cause	Solution
It takes a long time to complete a print job.	Photographs and other data intensive pages take a long time for the machine to process, so simply wait when printing such data.	If the Data In indicator is blinking, data has been received by the printer. Wait for a moment. Changing the following settings with the printer driver may help speed up printing: **PCL 5e/6** On the printer driver's [Print Quality] tab, specify a lower resolution on the [Resolution]. **PostScript 3** On the printer driver's [Paper/ Quality] tab, specify a lower resolution on the [Resolutions:]. **RPCS** • On the RPCS printer driver's [Print Quality] tab, select [High Speed] on the [Print priority]. • On the RPCS printer driver's [Print Quality] tab, open the [Change User Setting...] dialog box, and then [Image Adjustments] tab, select [Fast] or [High Speed] for [Image processing priority:]. • On the RPCS printer driver's [Print Quality] tab, open the [Change User Settings...] dialog box, and then, on the [Image Adjustments] tab, specify a lower value for [Resolution:].

Problem	Cause	Solution
It takes a long time to complete a print job.	Documents with a lot of characters may take some time to print.	On the RPCS printer driver's [Print Quality] tab, display the [Change User Settings...] dialog box, ensure that [Change methods to extract TrueType fonts] is checked, and then print.
Images are printed in the wrong orientation.	The feed orientation you selected and the feed orientation selected in the printer driver's option setup might not be the same.	Set the same settings for both the machine's feed orientation and the feed orientation specified in [Paper source tray settings:] on the RPCS printer driver's [Change Accessories] tab.
When using Windows 2000/ XP/ Vista and Windows Server 2003/ 2003 R2/ 2008, optional components connected to the machine are not recognized.	Bidirectional communication is not working.	Set up optional devices on the Properties of the printer. See the printer driver Help.
When using Windows 2000/ XP/ Vista and Windows Server 2003/ 2003 R2/ 2008, combined printing, booklet printing, or Auto Reduce / Enlarge printing does not come out as expected.	The correct application or printer driver settings are not made.	Make sure the application's paper size and orientation settings match those of the printer driver. If a different paper size and orientation are set, select the same size and orientation.
A print instruction was issued from the computer, but printing did not start.	User Authentication may have been set.	Contact the administrators.
The print job is not canceled even when the machine is switched to offline status.	Even when the machine is offline, printing is performed when [Job Acceptance Priority] has been set in [Parallel Interface] in the [Interface Settings] in the System Settings menu.	Change the setting of Signal Control to Printer priority. See "Interface Settings", Network and System Settings Guide .

Problem	Cause	Solution
PDF files do not print out/ cannot perform PDF direct print.	PDF files are password-protected.	To print password-protected PDF files, enter the password in the [PDF Menu] or on Web Image Monitor. For details, see "Printing a PDF File Directly", Printer Reference, or the Web Image Monitor's Help.
PDF files do not print out/ cannot perform PDF direct print.	PDF files cannot be printed if they are print-disabled in PDF file security setting.	Change the PDF file security setting.
PDF direct print produces strange or malformed characters.	Fonts were not embedded.	Embed fonts in the PDF file you want to print and then print.
Printing by Bluetooth is slow.	The number of jobs exceeds the capacity of the machine.	Reduce the number of jobs.
Printing by Bluetooth is slow.	• A communication error might have occurred. • Interference from the wireless LAN devices can reduce communication speed. • Bluetooth transmission speeds are not high.	• Remove the machine from close proximity with the wireless LAN devices. • If there are active wireless LAN devices or other Bluetooth devices nearby, relocate the machine or disable those devices.

If the problem cannot be solved, contact your service representative.

5. Troubleshooting When Using the Scanner Function

This chapter describes likely causes of and possible solutions for scanner function problems.

When Scanning Is Not Done As Expected

This section describes causes and remedies when scan results are not as expected.

Problem	Cause	Solution
The scanned image is dirty.	The exposure glass, scanning glass or ADF is dirty.	Clean them. See "Maintaining Your Machine", About This Machine.
The image is distorted or out of position.	The original was moved during scanning.	Do not move the original during scanning.
The image is distorted or out of position.	The original was not pressed flat against the exposure glass.	Make sure the original is pressed flat against the exposure glass.
The scanned image is upside down.	The original was placed upside down.	Place the original in the correct orientation. See "Setting of Original Feed Type", Scanner Reference.
No image results from scanning.	The original was placed with the front and back reversed.	When the original is placed directly on the exposure glass, the side to be scanned must face down. When the original is fed via the ADF, the side to be scanned must face up.
Images are scanned in rotated.	If you set the original with its top edge backward and save full colour/gray scale images as a TIFF or JPEG file, they are scanned in rotated.	When placing a stack of originals in the ADF, place their top edges first. See "Setting of Original Feed Type", Scanner Reference.

Problem	Cause	Solution
The scanned image contains white spaces.	• If you scan originals using functions other than the network TWAIN scanner function, certain paper size and resolution settings may produce scanned images that are larger than the specified size because of margins being added to the sides. • If the File Format Converter (optional) is installed, the margins may become wider.	Scanning at a higher resolution may reduce the margins.
The scanned image is grayed out or a text pattern appears in the background.	You have scanned a copy guarded document protected from unauthorized copying.	Check the document. For details about how to prevent unauthorized copying of the document, see "Using [Data security for copying]", Printer Reference.
After an original is scanned, the following settings are canceled: Destination, Sender, E-mail text, Subject, and File name	To prevent the scanned data being sent to the wrong destination, this machine has a function that cancels the settings once the scanned data is sent.	Contact your service representative.

When You Cannot Send Scanned Files

This section describes likely causes of and solutions for problems related to network delivery and sending e-mail.

When Stored Files Cannot Be Accessed

This section describes likely causes of and possible solutions for job access-related problems.

Problem	Cause	Solution
The stored file is locked and is not accessible.	The file, which is password protected, is locked because the password was incorrectly entered ten times.	Contact the administrator.

When You Cannot Browse the Network to Send a Scan File

This section describes likely causes of and possible solutions for the network browsing failing to operate when files are sent.

Problem	Cause	Solution
The network cannot be browsed when specifying the destination folder.	The following machine settings may not be correct: • IP address • Subnet Mask	Check the settings. See "Interface Settings", Network and System Settings Guide.

When the TWAIN Driver Cannot Be Started

This section describes likely causes of and possible solutions for the TWAIN driver-related problems.

Problem	Cause	Solution
The Scanner Properties dialog box cannot be displayed.	Advanced encryption has been specified in the extended security setting.	For details about the extended security setting, contact an administrator.

When Stored Files Cannot Be Edited

This section describes likely causes of and possible solutions for stored files being unable to be edited.

Problem	Cause	Solution
Stored files cannot be deleted. File names and passwords cannot be changed. Files cannot be redelivered.	Limits have been imposed using the available extended security function.	Contact the administrator.

When the Network Delivery Function Cannot Be Used

This section describes likely causes of and possible solutions for the network delivery function problems.

Problem	Cause	Solution
Cannot use the network delivery function.	The delivery software may be an old version or a security setting may be specified.	Contact the administrator.
Cannot use the network delivery function.	The network delivery function setting is not correct.	Specify it correctly. See "Network Settings Required to Use the Network Delivery Scanner", Network and System Settings Guide.

When S/MIME Cannot Be Used

This section describes likely causes of and possible solutions for S/MIME-related problems.

Problem	Cause	Solution
If several destinations are selected for the broadcasting sequence, the data is sent over twice.	Encrypted e-mails are sent to the destinations for which S/MIME authentication is set, and plain text e-mails are sent to the destinations for which S/MIME authentication is not set.	Make sure S/MIME-authentication destinations are separate from plain text destinations. Contact the administrator for details about destination settings.

Problem	Cause	Solution
When putting a signature on an e-mail using S/MIME, an e-mail address for "Sender" is not set for "From".	When S/MIME is applied, the administrator appears in the "From" field, and the sender appears in the "Reply-to" field.	Contact the administrator.

Note

- Using S/MIME makes e-mail larger than when not using S/MIME.

When You Cannot Send Scan Files Using WSD

This section describes likely causes of and possible solutions for sending scan files using WSD.

Problem	Cause	Solution
The WSD scanner function cannot be used.	Scan Profile is not set on the client computer.	Set Scan Profile. For details about how to do this, see "Changing a Scan Profile", Scanner Reference.
The WSD scanner function cannot be used.	The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.	Open scanner Properties, click the [Events] tab, and then select [Start this Program] as the computer's response on receipt of scan data. For details, see your operating system's Help.
Although scanning was performed by the client computer, the WSD scanner function cannot be used.	WSD scanning cannot be performed from a client computer.	Use the machine's control panel to send scan data to a client computer by WSD. Alternatively, disable WSD scanning and use TWAIN to send scan data to a client computer.

Operations Are Not Possible When Messages Are Displayed

This section describes likely causes of and possible solutions for messages that appear and when the machine fails to operate.

Message	Cause	Solution
"Destination list / machine settings are updated. Selected destinations or function settings have been cleared. Please re-select the settings."	The destination list is being updated from the network using SmartDeviceMonitor for Admin. Depending on the number of destinations to be updated, there may be some delay before you can resume operation. Operations are not possible while this message is displayed.	Wait until the message disappears. Do not switch off the power while this message is displayed.

Messages Displayed When Using the Scanner Function

This section describes likely causes of and possible solutions for error messages that may appear on the machine's control panel and the client computer.

Messages Displayed on the Control Panel When Using the Scanner Function

This section describes likely causes of and possible solutions for the error messages that appear on the control panel.

Important

- **If a message not described here appears, act according to the message. For details about how to turn off the main power switch, see "Turning On/Off the Power", About This Machine.**

Message	Cause	Solution
"Authentication has failed."	The entered login user name or login password is not correct.	Ask the user administrator for the correct login user name and login password.
"Authentication has failed."	The machine cannot perform authentication.	Contact the administrator.
"Authentication with the destination has failed. Check settings. To check the current status, press [Scanned Files Status]."	The entered user name or password was invalid.	• Check that the user name and password are correct. • Check that the ID and password for the destination folder are correct. • A password of 128 or more characters may not be recognized.
"Cannot communicate with PC. Contact the administrator."	WSD (Device) protocol or WSD (Scanner) protocol is disabled.	Use IPv4 or IPv6, located in [Configuration] in Web Image Monitor, to enable WSD (Device) and WSD (Scanner).

Message	Cause	Solution
"Cannot detect original size. Select scan size."	The original placed on the exposure glass is a nonstandard size.	• Place the original correctly. • Specify the scan size. • When placing an original directly on the exposure glass, the lifting/lowering action of the ADF triggers the automatic original size detection process. Lift the ADF by more than 30 degrees.
"Cannot find the specified path. Please check the settings."	The destination computer name or folder name is invalid.	Check whether the computer name and the folder name for the destination are correct.
"Cannot find the specified path. Please check the settings."	An antivirus program or a firewall is preventing the machine connecting to your computer.	• Antivirus programs and firewalls can prevent client computers from establishing connection with this machine. • To prevent an antivirus application blocking the connection, register the facsimile program in the antivirus program's exclusion list. For details about the procedure for excluding a program, see your antivirus application's Help. • To prevent a firewall blocking the connection, register the machine's IP address in the firewall's IP address exclusion settings. For details about the procedure for excluding an IP address, see your firewall's Help.
"Cannot start scanning because communication was failed."	Scan Profile is not set on the client computer.	Set Scan Profile. For details about how to do this, see "Changing a Scan Profile", Scanner Reference.

Message	Cause	Solution
"Cannot start scanning because communication was failed."	The [Take no action] setting has been selected on the client computer, forcing the client computer to remain inactive when it receives scan data.	Open scanner Properties, click the [Events] tab, then select [Start this Program] as the computer's response on receipt of scan data. For details, see your operating system's Help.
"Cannot start scanning. Check the setting(s) on the PC."	The Scan Profile might be incorrectly configured.	Check the Scan Profile configuration.
"Cannot write on the memory storage device. Check the memory storage device and machine settings."	The memory device is faulty, or the file name contains a character that cannot be used.	• Check to see if the memory device is defective. • Check the memory device. It might be unformatted, or its format might be incompatible with this machine. • Check the file name set at the time of scanning. For details on the characters that can be used in file names, see "Specifying the File Name", Scanner Reference.
"Cannot write on the memory storage device because remaining free space is insufficient."	The memory device is full and scan data cannot be saved. Even if the memory device appears to have sufficient free space, data might not be saved if the maximum number of files that can be saved is exceeded.	Replace the memory device. If the document is scanned with [Scan Settings] set to "Divide" or "Single", data already written to the memory device is saved as is. Replace the memory device and press [Retry] to save the remaining data, or press [Cancel] to redo the scan.
"Cannot write on the memory storage device because the device is write-protected."	The memory device is write-protected.	Unlock the write-protection on the memory device.
"Captured file exceeded max. number of pages per file. Cannot send the scanned data."	The maximum number of pages per file has been exceeded.	Reduce the number of pages in the transmitted file, and then resend the file. See "Storage function", Scanner Reference.

Message	Cause	Solution
"Connection with LDAP server has failed. Check the server status."	A network error has occurred and connection has failed. Try the operation once more.	• Try the operation once more. If the message is still shown, the network may be crowded. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide.
"Destinations to which encrypted files will be sent contain users without certificates or with invalid certificates. Check the destinations."	The destination's S/MIME certificates are invalid or cannot be found.	Contact the administrator.
"Destinations to which encrypted files will be sent contain users that could not be verified by the certificates. Check the destinations."	S/MIME certificates are valid, but the Certificate Authority could not be found for the destination.	Contact the administrator.
"Entered user code is not correct."	You have entered an incorrect user code.	Check the authentication settings, and then enter a correct user code.
"Exceeded max. E-mail size. Sending E-mail has been cancelled. Check [Max. E-mail Size] in Scanner Features."	The maximum e-mail size has been exceeded.	• In [Scanner Features], under [Send Settings], increase the size of [Max. E-mail Size]. • In [Scanner Features], under [Send Settings], set [Divide & Send E-mail] to [Yes (per Page)] or [Yes (per Max. Size)].
"Exceeded max. No. of results to display. Max.: n" (A figure is placed at n.)	Search results have exceeded the max. displayable number.	Search again after changing the search conditions.

Message	Cause	Solution
"Exceeded max. data capacity. Check scanning resolution, then press Start key again."	The scanned data exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.
"Exceeded max. data capacity. Check the scanning resolution, then reset original (s)."	The scanned original exceeded maximum data capacity.	Specify the scan size and resolution again. Note that it may not be possible to scan very large originals at a high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.
"Exceeded max. number of alphanumeric characters for the path."	The maximum number of specifiable alphanumeric characters in a path has been exceeded.	The maximum number of characters which can be entered for the path is 256. Check the number of characters you entered, and then enter the path again.
"Exceeded max. number of alphanumeric characters."	The maximum enterable number of alphanumeric characters has been exceeded.	Check the maximum number of characters which can be entered, and then enter it again. See "Values of Various Set Items for Transmission/ Storage/Delivery Function", Scanner Reference.
"Exceeded max. number of files which can be sent at the same time. Reduce the number of the selected files."	The number of files exceeded the maximum number possible.	Reduce the number of files and send them again.
"Exceeded max. number of files which can be used in Document Server at the same time."	The maximum number of files that can be stored in the document server has been exceeded.	Check the files stored by the other functions, and then delete unneeded files. For details about how to delete files, see "Document Server", Copy and Document Server Reference.
"Exceeded max. number of pages per file. Do you want to store the scanned pages as 1 file?"	The file being stored has exceeded the max. number of pages for one file.	Specify whether to store the data or not. Scan the pages that were not scanned and store them as a new file. See "Storing Files Using the Scanner Function", Scanner Reference.

Message	Cause	Solution
"Exceeded max. number of standby files. Try again after the current file is sent."	The maximum number of standby files was exceeded.	There are 100 files waiting in the sending queue for e-mail, Scan to Folder, or delivery functions. Wait until files have been sent.
"Exceeded max. number of stored files. Cannot send the scanned data as capturing files is unavailable."	Too many files are waiting to be delivered.	Try again after they have been delivered.
"Exceeded max. page capacity per file. Press [Send] to send the scanned data, or press [Cancel] to delete."	The number of scanned pages exceeded maximum page capacity.	Select whether to send the data so far.
"Exceeded max. page capacity per file. Press [Write] to write the scanned data to the memory storage device, or press [Cancel] to delete."	The scan could not be completed because the maximum number of pages that can be scanned by this machine was exceeded during writing to the Memory device.	Reduce the number of documents to be written to the memory device and try again.
"Exceeded maximum number of file to store. Delete all unnecessary files."	Too many files are waiting to be delivered.	Please try again after they have been delivered.
"Exceeded time limit for LDAP server search. Check the server status."	A network error has occurred and connection has failed.	• Try the operation once more. If the message is still shown, the network may be crowded. • In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide.
"Invalid certificates or no S/MIME certificates were found."	The destination's S/MIME certificates are invalid or cannot be found.	Contact the administrator.

Message	Cause	Solution
"LDAP server authentication has failed. Check the settings."	The user name and password differ from those set for LDAP Authentication.	In [System Settings], under [Administrator Tools], check the settings of LDAP server. For details, see "Programming the LDAP server", Network and System Settings Guide.
"Memory is full. Cannot scan. The scanned data will be deleted."	Because of insufficient hard disk space, the first page could not be scanned.	Try one of the following measures: • Wait for a while, and then retry the scan operation. • Reduce the scan area or scanning resolution. See "Scan Settings", Scanner Reference. • Delete unneeded stored files. See "Deleting a Stored File", Scanner Reference.
"Memory is full. Do you want to store scanned file?"	Because there is not enough free hard disk space in the machine for storing in the Document Server, only some of the pages could be scanned.	Specify whether to use the data or not.
"Memory is full. Press [Write] to write the current scanned data to the memory storage device, or press [Cancel] to delete."	The scan could not be completed because there was insufficient hard disk memory at the time of saving to the memory device.	Select whether or not to save the scanned document to the memory device.
"Memory is full. Scanning has been cancelled. Press [Send] to send the scanned data, or press [Cancel] to delete."	Because there is not enough free hard disk space in the machine for delivering or sending by e-mail while storing in the Document Server, only some of the pages could be scanned.	Specify whether to use the data or not.
"Memory storage device not detected. Insert the device."	There is no memory device inserted.	Insert a memory device, or check to see whether the memory device is properly inserted in the media slot.

Message	Cause	Solution
"No paper. Load paper of one of the following sizes."	No paper is set in the specified paper tray.	Load paper of the sizes listed in the message. See "Loading Paper", About This Machine.
"Now loading WSD... Please wait."	WSD scanner function is being prepared.	Wait a while.
"Only one memory storage device can be used in one time. Please remove all other memory storage devices to resume writing."	Only one memory device can be connected at a time.	Insert one memory device only in the media slot.
"Original is being scanned by another function. Switch to the following function, then press the Stop key to cancel scanning or press the Start key to continue."	A function of the machine other than the Scanner function is being used such as the Copier function.	Cancel the job in progress. For example, press [Exit], and then press the [Copy] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Output buffer is full. Sending the data has been cancelled. Please try again later."	Too many jobs are in standby state, and sending was canceled.	Retry sending after sending jobs in standby state completes.
"Preparing to send data... Please wait."	Data is being prepared for sending to a client computer.	Wait until the data has been sent. This message might reappear if the machine is operating on a mixed network or if changes were made to network settings during WSD scanning transmission. Check with your system administrator.
"SMTP authentication E-mail address and Administrator E-mail address mismatch."	The SMTP authentication e-mail address and the administrator's e-mail address do not match.	Contact the administrator.
"Selected file is currently in use. File name cannot be changed."	You cannot change the name of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the file name.

Message	Cause	Solution
"Selected file is currently in use. Password cannot be changed."	You cannot change the password of a file whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the password.
"Selected file is currently in use. User name cannot be changed."	You cannot change the sender's name whose status is "Waiting..." or that is being edited with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then change the user name.
"Sending the data has failed. The data will be resent later."	A network error has occurred and a file was not sent correctly.	Wait until sending is retried automatically after the preset interval. If sending fails again, contact the network administrator.
"Some invalid destination(s) contained. Do you want to select only valid destination (s)?"	The specified group contains e-mail destinations and Scan to Folder destinations, either of which are incompatible with the specified transmission method.	In the message that appears at each transmission, press [Select].
"Some of selected files are currently in use. They could not be deleted."	You cannot delete a file which is waiting to be transmitted ("Waiting..." status displayed) or whose information is being changed with DeskTopBinder.	Cancel transmission ("Waiting..." status cleared) or the DeskTopBinder setting, and then delete the file.
"The destination list has been updated. Specified destination(s) or sender's name has been cleared."	A specified destination or sender's name was cleared when the destination list in the delivery server was updated.	Specify the destination or sender's name again.
"The entered file name contains invalid character(s). Enter the file name again using any of the following 1 byte characters. " 0 to 9 ", " A to Z ", " a to z ", " . - _""	The file name contains a character that cannot be used.	Check the file name set at the time of scanning. For details about characters that can be used in file names, see "Specifying the File Name", Scanner Reference.

Message	Cause	Solution
"The selected file(s) contained file(s) without access privileges. Only file(s) with access privileges will be deleted."	You have tried to delete files without the authority to do so.	The files can be deleted by the file administrator. To delete a file which you are not authorized to delete, contact the administrator.
"Transmission has failed. Insufficient memory in the destination hard disk. To check the current status, press [Scanned Files Status]."	Transmission has failed. There was not enough free space on the hard disk of the SMTP server, FTP server, or client computer at the destination.	Allocate sufficient space.
"Transmission has failed. To check the current status, press [Scanned Files Status]."	While a file was being sent, a network error occurred and the file could not be sent correctly.	If the same message appears again after scanning again, the cause could be a mixed network, or else network settings were changed during WSD scanner transmission. Check with your system administrator.
"Updating the destination list has failed. Try again?"	A network error has occurred.	Check whether the server is connected.
"Updating the destination list... Please wait. Specified destination(s) or sender's name has been cleared."	The destination list is being updated.	If a destination or sender's name was already selected, re-select it after this message disappears.
"You do not have the privileges to use this function."	The logged in user name does not have permission for the selected function.	Contact the administrator about the permission for the required function.

Messages Displayed on the Client Computer

This section describes likely causes of and possible solutions for the main error messages displayed on the client computer when using the TWAIN driver.

Important

- **If a message not described here appears, act according to the message. For information about how to turn off the main power switch, see "Turning On/Off the Power", About This Machine.**

Message	Cause	Solution
"Any of Login User Name, Login Password or Driver Encryption Key is incorrect."	The entered login user name, password, or driver encryption key was invalid.	• Check the login user name, login password, and driver encryption key. • Permission to use this function has not been granted. Contact the administrator.
"Call Service" "Please call your service representative."	An unrecoverable error has occurred in the machine.	Contact your service representative.
"Cannot add any more scanning mode."	The maximum number of registerable scan modes has been exceeded.	The maximum number of modes that can be stored is 100. Delete unneeded modes.
"Cannot connect to the scanner. Check the network Access Mask settings in User Tools."	An access mask is set.	Contact the network or scanner administrator.
"Cannot detect the paper size of the original. Specify the scanning size."	The set original was misaligned.	• Place the original correctly. • Specify the scan size. • When placing an original directly on the exposure glass, the lifting/lowering action of the ADF triggers the automatic original size detection process. Lift the ADF by more than 30 degrees.
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)	The main power switch of the previously used scanner is not set to "On".	Check whether the main power switch of the scanner used for the previous scan is turned on.

Message	Cause	Solution
"Cannot find "XXX" scanner used for the previous scan. "YYY" will be used instead." ("XXX" and "YYY" indicate scanner names.)	The machine is not connected to the network correctly.	• Check that the previously used scanner is connected to the network correctly. • Cancel the Personal Firewall of the client computer. For details, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Connecting the Machine" "Using telnet", Network and System Settings Guide. • Select the scanner used for the previous scan.
"Cannot specify any more scanning area."	The maximum number of registerable scan areas has been exceeded.	The maximum number of scanning areas that can be stored is 100. Delete unneeded scanning areas.
"Clear Misfeed(s) in ADF."	A paper misfeed has occurred inside the ADF.	Remove jammed originals, and place them again. For details, see p.121 "Removing Jammed Paper". • Check whether the originals are suitable to be scanned by the machine.
"Communication error has occurred on the network."	A communication error has occurred on the network.	Check whether the client computer can use the TCP/IP protocol.
"Error has occurred in the scanner driver."	An error has occurred in the driver.	• Check whether the network cable is connected correctly to the client computer. • Check whether the Ethernet board of the client computer is recognized correctly by Windows. • Check whether the client computer can use the TCP/IP protocol.

Message	Cause	Solution
"Error has occurred in the scanner."	The application-specified scan conditions have exceeded the setting range of the machine.	• Check whether the scanning settings made with the application exceed the setting range of the machine. • Disable the client computer's own firewall. For details, see Windows Help.
"Fatal error has occurred in the scanner."	An unrecoverable error has occurred on the machine.	An unrecoverable error has occurred in the machine. Contact your service representative.
"Insufficient memory. Close all other applications, then restart scanning."	Memory is insufficient.	• Close all the unnecessary applications running on the client computer. • Uninstall the TWAIN driver, and then reinstall it after restarting the computer.
"Insufficient memory. Reduce the scanning area."	Scanner memory is insufficient.	• Reset the scan size. • Lower the resolution. • Set with no compression. See TWAIN Driver help. The problem may be due to the following cause: • Scanning cannot be performed if large values are set for brightness when using halftone or high resolution. See "Relationship between Resolution and Scan Size", Scanner Reference.
"Invalid Winsock version. Please use version 1.1 or higher."	You are using an invalid version of Winsock.	Install the operating system of the computer or copy Winsock from the operating system CD-ROM.
"No User Code is registered. Consult your system administrator."	Access is restricted with user codes.	Contact the administrator of the machine.

Message	Cause	Solution
"No response from the scanner."	The machine or client computer is not connected to the network correctly.	Check whether the machine or client computer is connected to the network correctly.
"No response from the scanner."	The network is crowded.	Wait for a while, and then try to reconnect.
"Scanner is in use for other function. Please wait."	A function of the machine other than the Scanner function is being used such as the Copier function.	• Wait for a while and reconnect. • Cancel the job in progress. For example, press [Exit], and then press the [Copy] key. Next, press the [Clear/Stop] key. When the message "The Clear / Stop key was pressed. Are you sure you want to stop scanning?" appears, press [Stop].
"Scanner is not available on the specified device."	The TWAIN scanner function cannot be used on this machine.	Contact your service representative.
"Scanner is not available. Check the scanner connection status."	The machine's main power switch is off.	Set the main power switch to "On".
"Scanner is not available. Check the scanner connection status."	The machine is not connected to the network correctly.	• Check whether the machine is connected to the network correctly. • Deselect the personal firewall function of the client computer. For details, see Windows Help. • Use an application such as telnet to make sure SNMPv1 or SNMPv2 is set as the machine's protocol. See "Using telnet", Network and System Settings Guide.
"Scanner is not ready. Check the scanner and the options."	The ADF cover is open.	Check whether the ADF cover is closed.
"The name is already in use. Check the registered names."	You tried to register a name that is already in use.	Use another name.

6. Clearing Misfeeds

This chapter describes what to do when paper or originals misfeed (become jammed inside the machine).

Removing Jammed Paper

This section describes how to locate and remove jammed paper.

⚠CAUTION

- The inside of the machine could be very hot. Do not touch any parts other than specified in this document when removing misfed paper. Otherwise, it may cause burn injury.

⚠CAUTION

- The fusing section of this machine might be very hot. Caution should be taken when removing misfed paper.

⚠CAUTION

- Keep your hands clear of the booklet finisher tray when pulling out or pushing in the finisher's staple unit. You can trap your fingers if you do not.

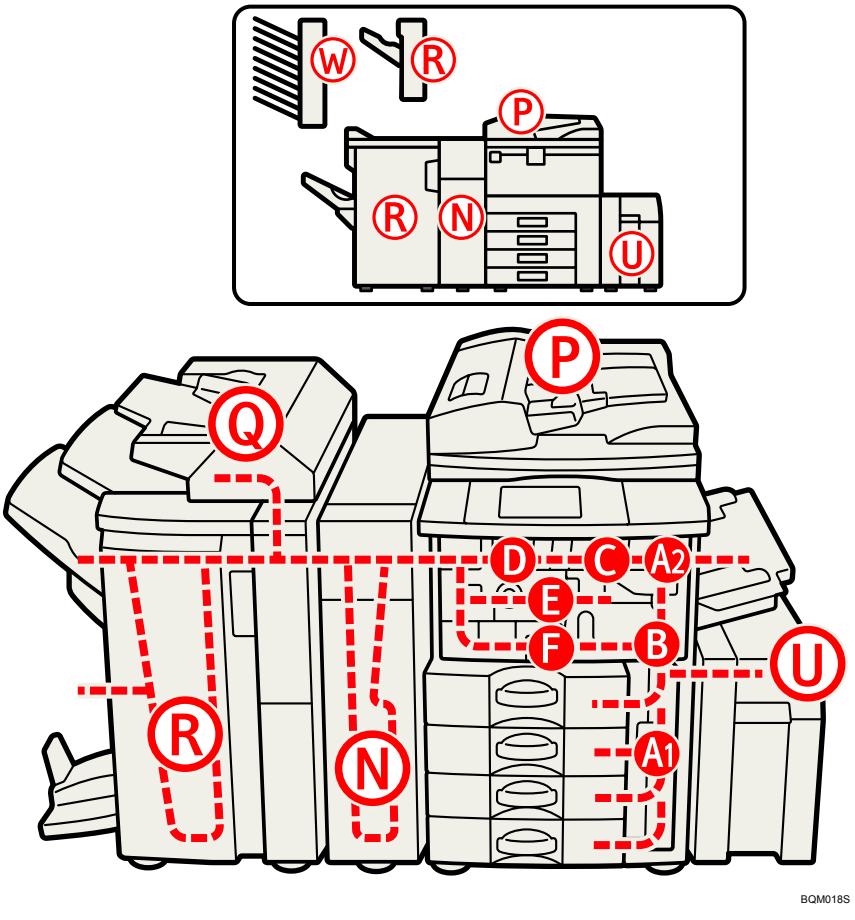
Important

- **When clearing misfeeds, do not turn off the operation switch. If you do, your copy settings will be lost.**
- **To prevent misfeeds, do not leave any torn scraps of paper inside the machine.**
- **Contact your service representative if misfeeds occur frequently.**

Locating Jammed Paper

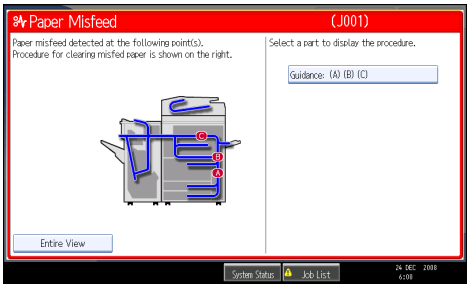
If a misfeed happens, remove the misfed paper or original following the procedures stated on the sticker inside the finisher or front cover.

A misfeed has occurred in the place corresponding to the letter displayed on the control panel.

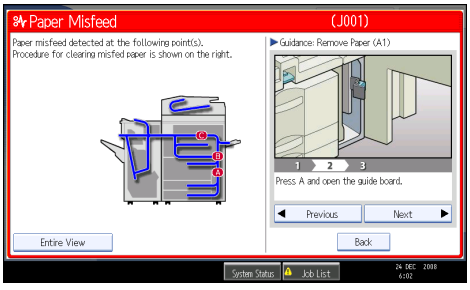


BQM018S

1. Press the key of the section from where you want to remove the jammed paper.



2. **After each step is complete, press [Next]. To go back to the previous step, press [Previous].**



3. **When all jammed paper is removed, restore the machine to the original state.**

Note

- More than one misfeed may be indicated. When this happens, check all the areas indicated.

Removing Jammed Paper

This section describes how to remove jammed paper.

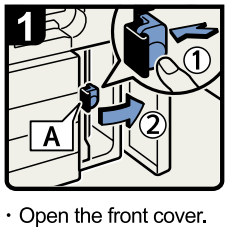
Important

- **The internal parts of the machine may be hot. Wait for the duplex unit to cool down before clearing a paper jam in the unit.**
- **When removing jammed sheets, take care to touch only those areas explicitly indicated in the manual.**
- **Do not remove the fusing unit. Doing so will result in loss of print quality.**

Note

- Inside the finisher, or inside the front cover, there is a sticker explaining how to remove misfed paper.
- If a detailed removal instruction appears on the right of the screen, follow it.
- You can also use the procedure indicated in [System Status] to remove jammed paper.

When A1 is Displayed



・Open the front cover.

・Push button A and open the guide plate.

・Remove misfed paper.

・Close the guide plate.

・Close the front cover.

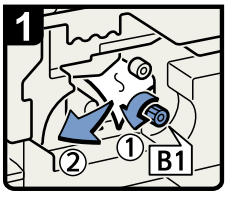
BQN004S

When A2 is Displayed

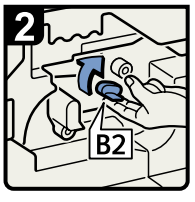
- Remove misfed paper.

BQN005S

When B is Displayed



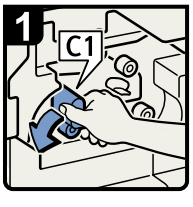
- Open the front cover.
- Turn knob B1 counter-clockwise and remove misfed paper.



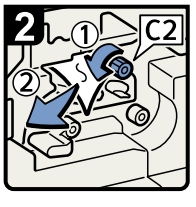
- Return lever B2 to its original position.
- Close the front cover.

BQN006S

When C is Displayed



- Open the front cover.
- Turn lever C1 to the left.



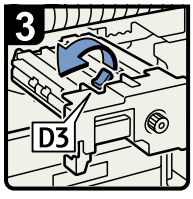
- Turn knob C2 counterclockwise and remove misfed paper.
- Return lever C1 to its original position.
- Close the front cover.

BQN007S

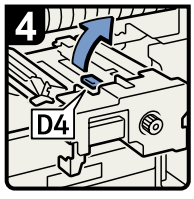
When D is Displayed

- Open the front cover.
- Turn fuser unit knob D1/E1 11-12 times counterclockwise to eject the paper.

- Pull handle D2 and pull out the fuser unit.

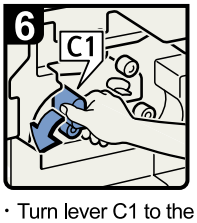


- Raise lever D3.



- Raise lever D4.

- Remove the paper being careful not to touch the area around lever D4.
- Return lever D3 and D4 to their original position, and then push back the fuser unit.



- Turn lever C1 to the left.

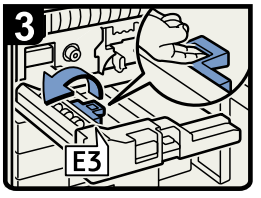
- Remove misfed paper.
- Return lever C1 to its original position.
- Close the front cover.

BQN008S

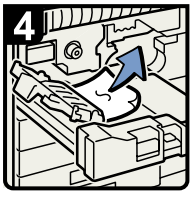
When E is Displayed

- Open the font cover.
- Turn fuser unit knob D1/E1 11 to 12 times counterclockwise to eject the paper.

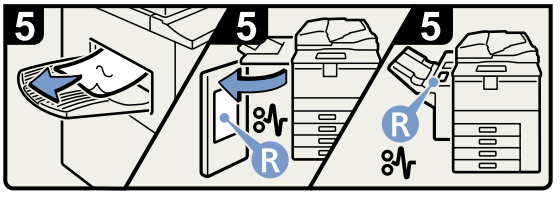
- Pull hundle E2 and fully pull out the duplex unit.



- Raise lever E3.



- Remove the paper being careful not to touch the area around E3.
- Return lever E3 to its original position, and then push back the duplex unit.

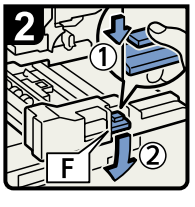


- Remove the paper from the output tray if it is visible. (When the finisher is installed, open the finisher front cover and remove misfed paper.).
- Close the front cover.

BQN009S

When F is Displayed

- Open the front cover.
- Pull handle E2 and fully pull out the duplex unit.

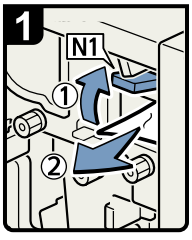


- Lower lever F while pressing it.

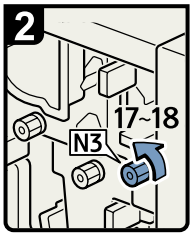
- Remove misfed paper.
- Return lever F to its original position, and then push back the duplex unit.
- Close the front cover.

BQN010S

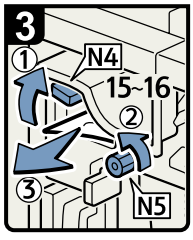
When N1 - N5 is Displayed



- Open the front cover of the folding unit.
- Raise lever N1 and remove any jammed paper.
- Return N1 and N2 levers to their original position.



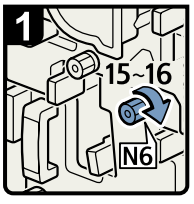
- Turn knob N3 17 to 18 times.



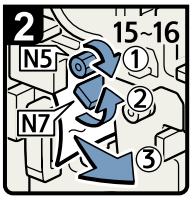
- Raise lever N4.
- Turn knob N5 15 to 16 times and remove any jammed paper.
- Return lever N4 to its original position.
- Close the front cover.

BQL042S

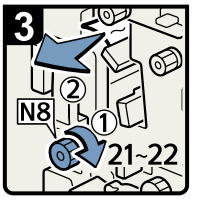
When N6 - N22 is Displayed



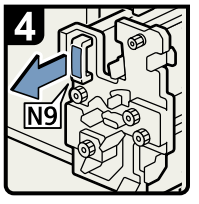
- Open the front cover of the folding unit.
- Turn knob N6 15 to 16 times.



- Turn knob N5 15 to 16 times.
- Pull lever N7 to the right.
- Remove any jammed paper.

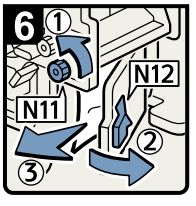


- Turn knob N8 21 to 22 times.
- Remove any jammed paper.
- Return lever N7 to its original position.

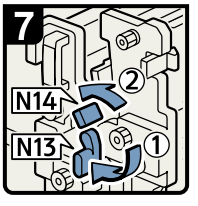


- Pull lever N9 and pull the unit fully out.

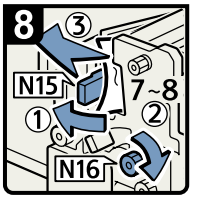
- Release the lock, and then open cover N10.
- Remove any jammed paper.
- Close cover N10.



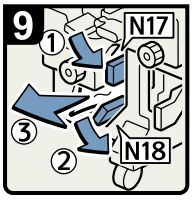
- Turn knob N11.
- Open cover N12.
- Remove any jammed paper.
- Return knob N11 to its original position.
- Close cover N12.



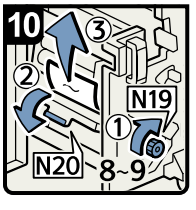
- Hold down lever N13.
- Turn lever N14 to the left.



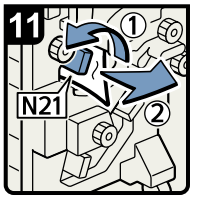
- Open the N15 cover.
- Turn knob N16 7 to 8 times.
- Remove any jammed paper.
- Return N13 and N14 levers to their original position.
- Close the N15 cover.



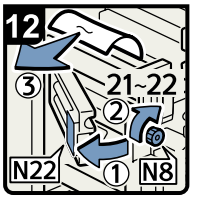
- Lower lever N17 to the right.
- Lower lever N18 to the right.
- Remove any jammed paper.
- Return levers N17 and N18 to thier original positions.



- Turn knob N19 8 to 9 times.
- Open cover N20.
- Remove any jammed paper.



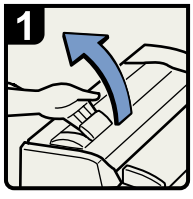
- Raise lever N21.
- Remove any jammed paper.



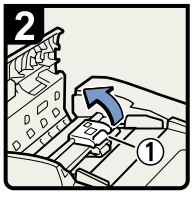
- Open cover N22.
- Turn knob N8 21 to 22 times.
- Remove any jammed paper.
- Close cover N22.
- Return the unit to its original position.
- Close the front cover of the folding unit.

BQL043S

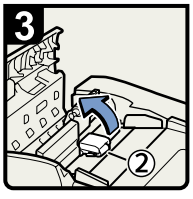
When P1 is Displayed



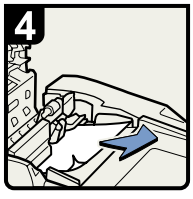
- Open the ADF Left Cover.



- Raise the feed roller ①.



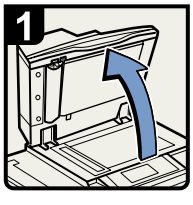
- Raise the feed roller ②.



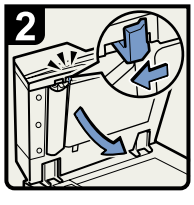
- Remove midfed originals.
- Return the feed roller ① and ② to their original position.
- Close the ADF Left Cover.

BQN015S

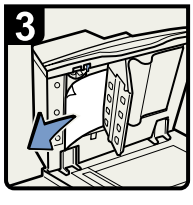
When P2 is Displayed



- Lift the Auto Document Feeder.



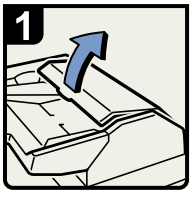
- Slide the lever and open the cover.



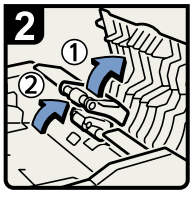
- Remove misfed paper.
- Close the cover.
- Lower the Auto Document Feeder.

BQN016S

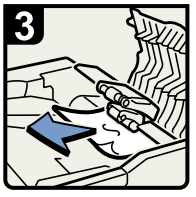
When Q is Displayed



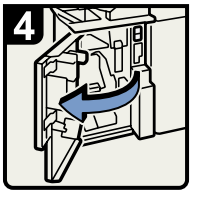
- Open the interposer upper cover.



- Raise the feed rollers.



- Remove misfed paper.
- Return the feed rollers to their original position.
- Close the interposer upper cover.



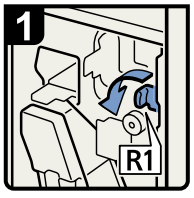
- Open the finisher front cover.

- Lower lever Q1.

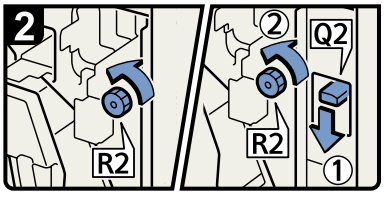
- Remove misfed paper.
- Return lever Q1 to its original position.
- Close the finisher front cover.

BQN028S

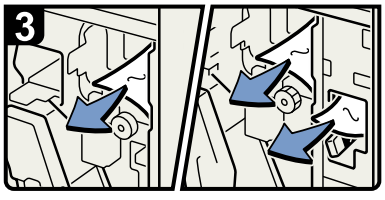
When R1 - R4 is Displayed in the Case of Finisher SR 4030



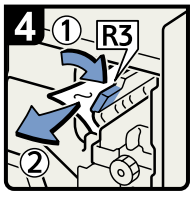
- Open the front cover.
- Turn lever R1 counterclockwise.



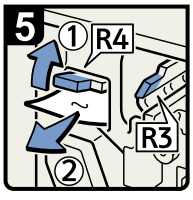
- Turn knob R2 counterclockwise.
- When the interposer is installed, lower lever Q2, and then turn knob R2 counterclockwise.



- Remove misfed paper.
- Return lever R1 to its original position.
- When the interposer is installed, return lever Q2 to its original position.



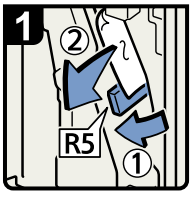
- If you cannot remove misfed paper, raise lever R3 to the right, and then remove it.
- Return lever R3 to its original position.



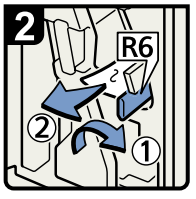
- Raise lever R4 and remove misfed paper.
- Return lever R4 to its original position.
- Close the front cover.

BQN017S

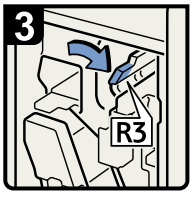
When R5 - R8 is Displayed in the Case of Finisher SR 4030



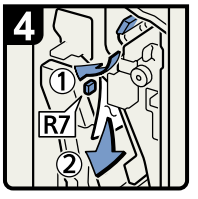
- Open the front cover.
- Lower lever R5 and remove misfed paper.
- Return lever R5 to its original position.



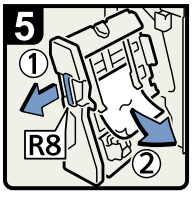
- If you cannot remove midfed paper, raise lever R6 and remove it.
- Return lever R6 to its original position.



- Raise lever R3.



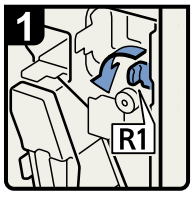
- Lower lever R7 and remove misfed paper.
- Return lever R3 to its original position.



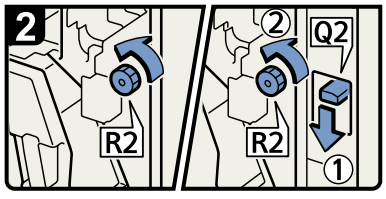
- Pull handle R8 and pull out the staple unit, then remove misfed paper.
- Return the staple unit to its original position and close the front cover.

BQN018S

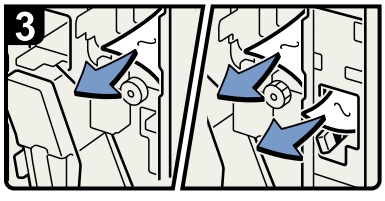
When R1 - R4 is Displayed in the Case of Finisher SR 4040



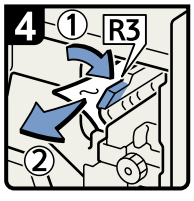
- Open the front cover.
- Turn lever R1 counterclockwise.



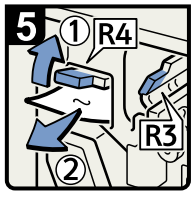
- Turn knob R2 counterclockwise.
- When the interposer is installed, lower lever Q2, and then turn knob R2 counterclockwise.



- Remove misfed paper.
- Return lever R1 to its original position.
- When the interposer is installed, return lever Q2 to its original position.



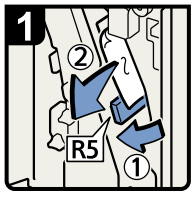
- If you cannot remove misfed paper, raise lever R3 to the right, and then remove it.
- Return lever R3 to its original position.



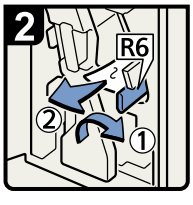
- Raise lever R4 and remove misfed paper.
- Return lever R4 to its original position.
- Close the front cover.

BQN019S

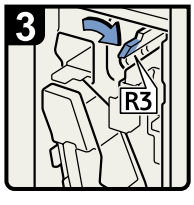
When R5 - R7 is Displayed in the Case of Finisher SR 4040



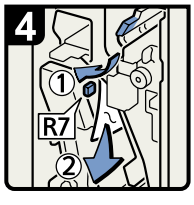
- Open the front cover.
- Lower lever R5 and remove misfed paper.
- Return lever R5 to its original position.



- If you cannot remove misfed paper, raise lever R6 and remove it.
- Return lever R6 to its original position.



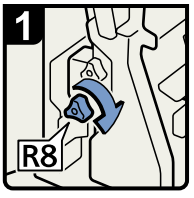
- Raise lever R3.



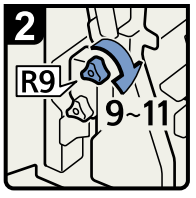
- Raise lever R7 and remove misfed paper.
- Return lever R3 to its original position.
- Close the front cover.

BQN020S

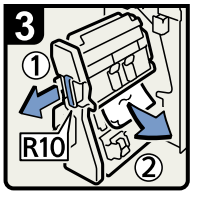
When R8 - R12 is Displayed in the Case of Finisher SR 4040



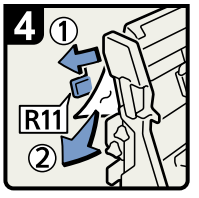
- Open the front cover.
- Turn lower knob R8 clockwise.



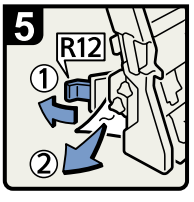
- Turn upper knob R9 9 to 11 times clockwise.



- Pull handle R10 and pull out the staple unit, then remove misfed paper.



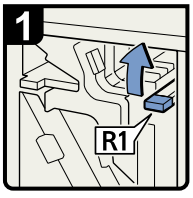
- If you cannot remove misfed paper, raise lever R11 and remove it.
- Return lever R11 to its original position.



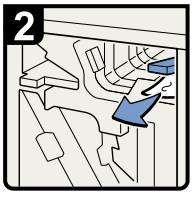
- If you cannot remove misfed paper, raise lever R12 and remove it.
- Return lever R12 to its original position.
- Return the staple unit to its original position and close the front cover.

BQN021S

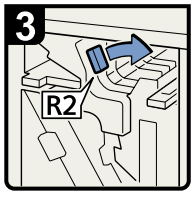
When R1 - R3 is Displayed in the Case of Finisher SR 4050



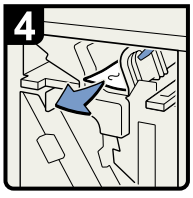
- Open the front cover.
- Raise lever R1.



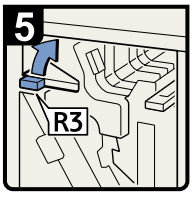
- Remove misfed paper, and then return lever R1 to its original position.



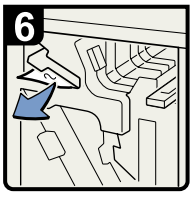
- If you cannot remove misfed paper, turn lever R2 to the right.



- Remove misfed paper, and then return lever R2 to its original position.



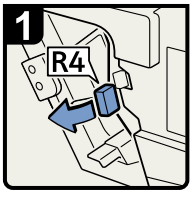
- If you cannot remove misfed paper, raise lever R3.



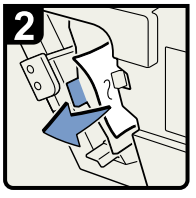
- Remove misfed paper and return lever R3 to its original position.
- Close the front cover.

BQN013S

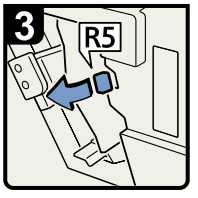
When R4 - R7 is Displayed in the Case of Finisher SR 4050



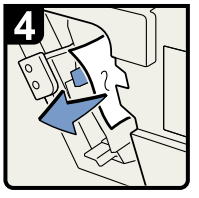
- Open the front cover.
- Pull lever R4.



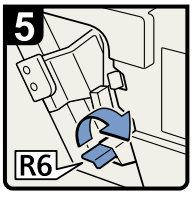
- Remove misfed paper.



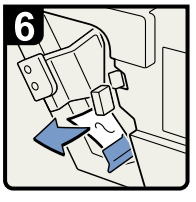
- If you cannot remove misfed paper, pull lever R5.



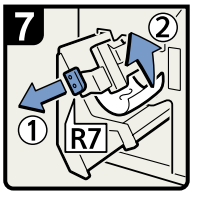
- Remove misfed paper, and then return lever R5 to its original position.
- Return lever R4 to its original position.



- If you cannot remove misfed paper, raise lever R6.



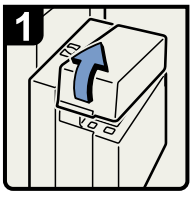
- Remove misfed paper and return lever R6 to its original position.



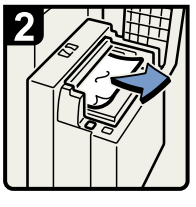
- Pull handle R7 and pull out the staple unit, then remove misfed paper.
- Return the staple unit to its original position and close the front cover.

BQN014S

When U is Displayed



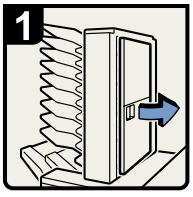
- Open the top cover.



- Remove misfed paper.
- Close the top cover.

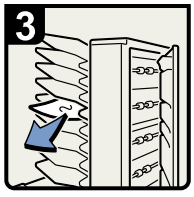
BQN003S

When W is Displayed



- Open the mailbox right cover.

- Remove misfed paper.



- Remove misfed paper.
- Close the mailbox right cover.

BQN002S

Removing Jammed Staples

This section describes how to remove jammed staples.

⚠CAUTION

- Keep your hands clear of the booklet finisher tray when pulling out or pushing in the finisher's staple unit. You can trap your fingers if you do not.

Important

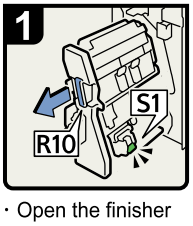
- **Curled paper may cause staples to jam. To avoid this, turn paper over in the tray.**
- **When the finisher is installed, after removing jammed staples, staples will not be ejected the first few times you try to use the stapler.**

Note

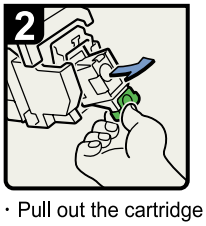
- Remove the jammed staples according to the finisher type. Check the type if you are unsure. For details about type of finisher, see "Appendix", About This Machine.

Finisher SR4030 / SR4040

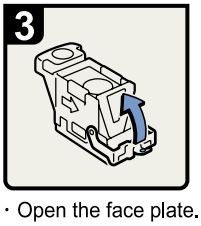
This section describes how to remove jammed staples from the Finisher SR4030 and SR4040.



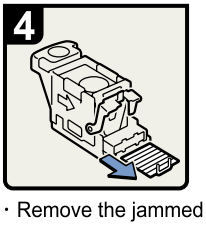
- Open the finisher front cover.
- Pull out the staple unit.



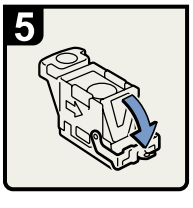
- Pull out the cartridge gently.



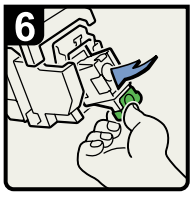
- Open the face plate.



- Remove the jammed staples.



- Pull down the face plate until it clicks.

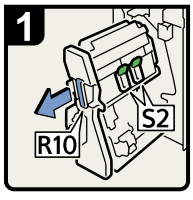


- Pull down the cartridge until it clicks.
- Return the staple unit to its original position and close the finisher front cover.

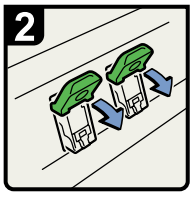
BQN029S

Finisher SR4040 (Saddle Stitch)

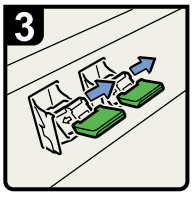
This section describes how to remove jammed staples from the Finisher SR4040 (Saddle Stitch).



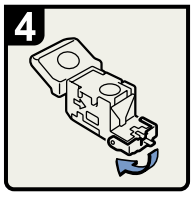
- Open the finisher front cover.
- Pull out the staple unit.



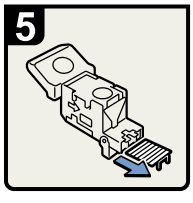
- Pull lever S2.



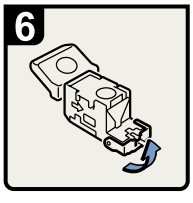
- Pull out the cartridge gently.



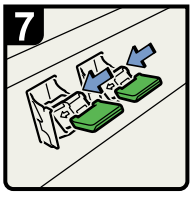
- Open the face plate of the cartridge.



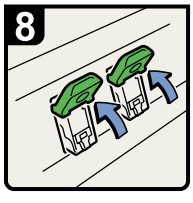
- Remove the jammed staples.



- Pull the face plate down until it clicks.



- Push the cartridge down until it clicks.

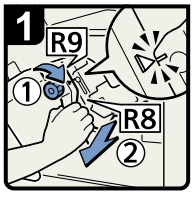


- Return lever S2 to its original position.
- Return the staple unit to its original position and close the finisher front cover.

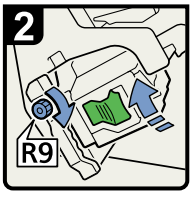
BQN030S

Finisher SR4050

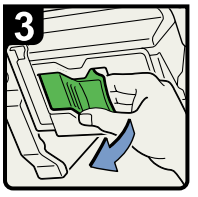
This section describes how to remove jammed staples from the Finisher SR4050.



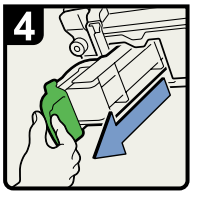
- Open the finisher front cover.
- Turn knob R9 until the markings align.
- Pull lever R8 and pull the staple unit completely out.



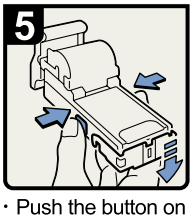
- Turn knob R9 to rotate the staple unit.



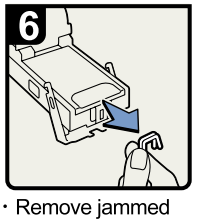
- Pull out the cartridge lever.



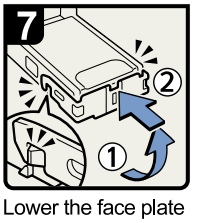
- Pull out the cartridge.



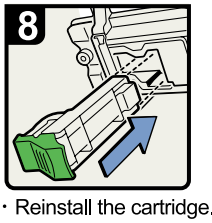
- Push the button on both sides of the cartridge and open the face plate.



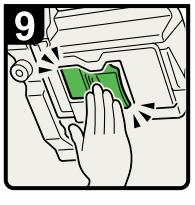
- Remove jammed staples.



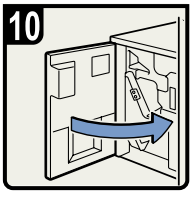
- Lower the face plate until it clicks.



- Reinstall the cartridge.



- Push the cartridge in until it clicks.



- Turn knob R9 counterclockwise until the marking align.
- Push back the staple unit.
- Close the finisher's front cover.

BQN012S

Removing Punch Waste

This section describes how to remove punch waste.

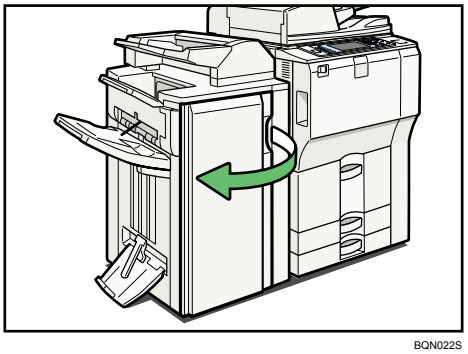
Finisher SR4030 / SR4040

The following procedure describes how to remove punch waste from the Finisher SR4030 and Finisher SR4040.

Note

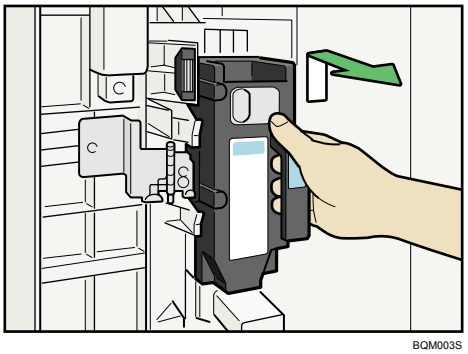
- While "Hole Punch Receptacle is full." is displayed, you cannot use the Punch function.
- "Hole Punch Receptacle is full." is displayed until the punch waste box is reinstalled.
- If the message is still displayed, reinstall the punch waste box.

1. **Open the finisher front cover.**



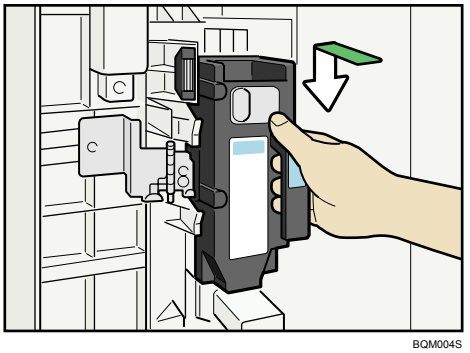
BQN022S

2. **Pull out the punch waste box carefully, and then remove punch waste.**



BQM003S

3. **Reinstall the punch waste box.**



BQM004S

4. **Close the finisher front cover.**

"Hole Punch Receptacle is full." disappears.

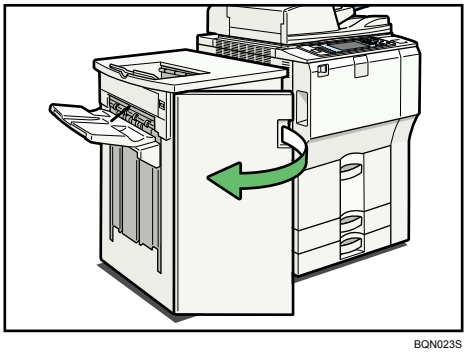
Finisher SR4050

The following procedure describes how to remove punch waste from the Finisher SR4050.

Note

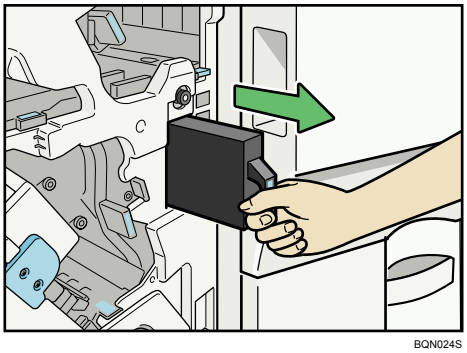
- While "Hole Punch Receptacle is full." is displayed, you cannot use the Punch function.
- "Hole Punch Receptacle is full." is displayed until the punch waste box is reinstalled.
- If the message is still displayed, reinstall the punch waste box.

1. **Open the finisher front cover.**



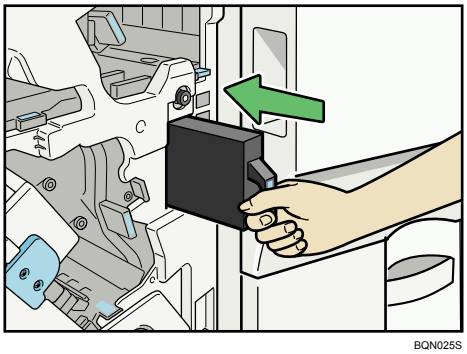
BQN023S

2. **Pull out the punch waste box carefully, and then remove punch waste.**



BQN024S

3. **Reinstall the punch waste box.**



BQN025S

4. **Close the finisher front cover.**

"Hole Punch Receptacle is full." disappears.

Removing Staple Waste

This section describes how to remove staple waste.

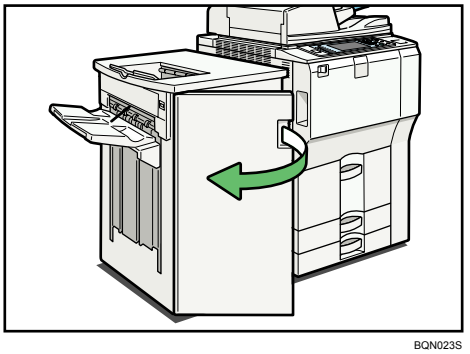
Finisher SR4050

The following procedure describes how to remove staple waste from the Finisher SR4050.

Note

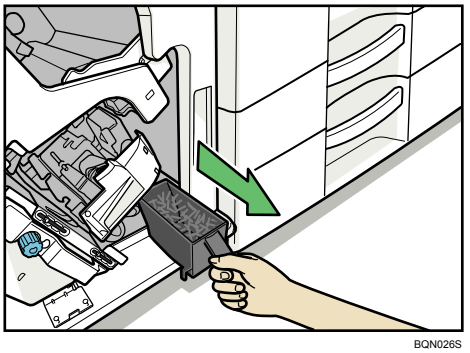
- While "Waste Staple Receptacle is full." is displayed, you cannot use the Staple function.
- "Waste Staple Receptacle is full." is displayed until the staple waste box is reinstalled.
- If the message is still displayed, reinstall the staple waste box.

1. **Open the finisher front cover.**



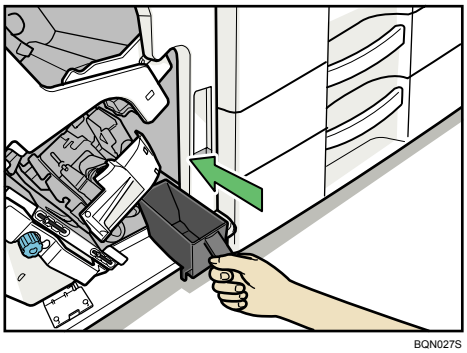
BQN023S

2. **Pull out the staple waste box carefully, and then remove staple waste.**



BQN026S

3. **Reinstall the staple waste box.**



BQN027S

4. **Close the finisher front cover.**

"Waste Staple Receptacle is full." disappears.

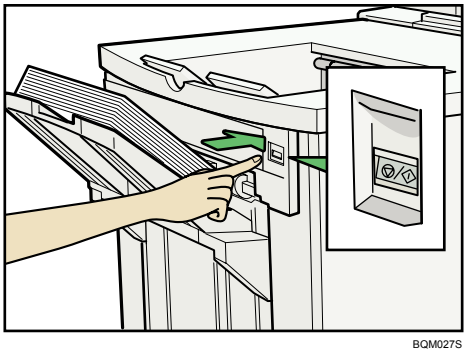
7. Appendix

Pausing Copy When Using the Finisher SR4050

Use the following procedure to temporarily interrupt a long copy run when using the Finisher SR4050.

1. **Press the [Suspend/Resume] key.**

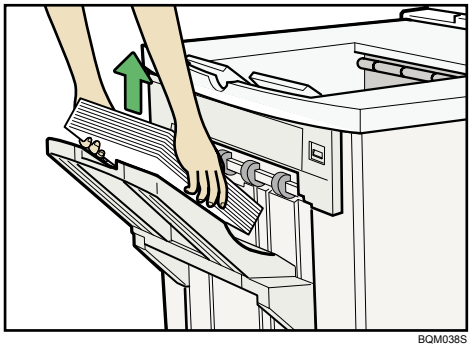
   The key lights up.



BQM027S

2. **Remove the stack of paper from the finisher shift tray.**
3. **Press the [Suspend/Resume] key.**

   The key turns off, and then copying restarts.



BQM038S

Note

- You can suspend copy only when the output tray is specified as the finisher shift tray.
- Depending on the print image, the prints might not be stacked properly. In such a case, pause printing, remove the prints, and then resume printing.

When Z-folded Paper Is Not Properly Aligned

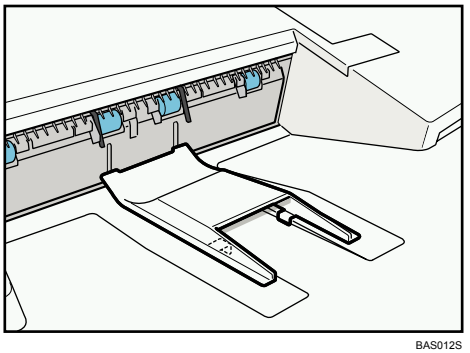
Install the auxiliary Z-fold support tray if Z-folded prints are not output tidily.

Finisher SR4040

Use the following procedure to attach the Z-fold support tray for the Finisher SR4040 to the Finisher Shift Tray or Finisher Upper Tray.

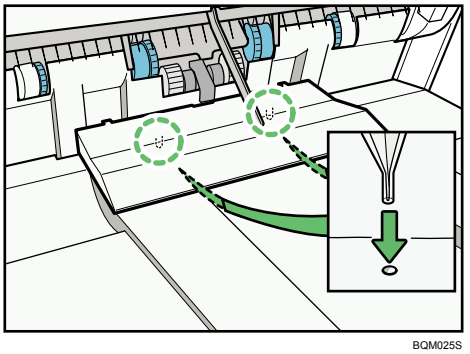
1. **Remove the prints.**
2. **Attach the Z-fold support tray to the finisher upper tray or finisher shift tray.**

   Finisher Upper Tray:



BAS012S

   Finisher Shift Tray:



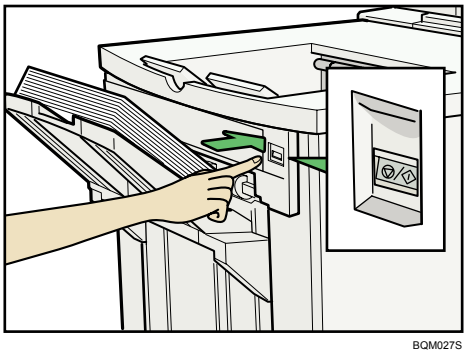
BQM025S

Finisher SR4050

Use the following procedure to attach the Z-fold support tray for the Finisher SR4050 to the Finisher Shift Tray or Finisher Upper Tray.

1. **Press the [Suspend/Resume] key.**

   The key lights up.

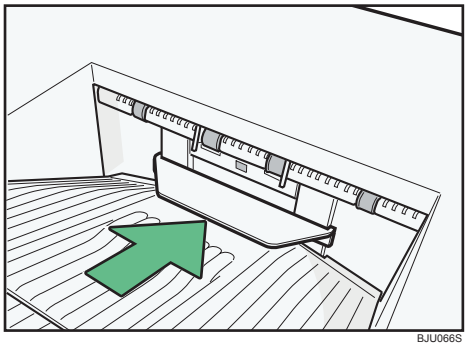


BQM027S

2. **Remove the prints.**

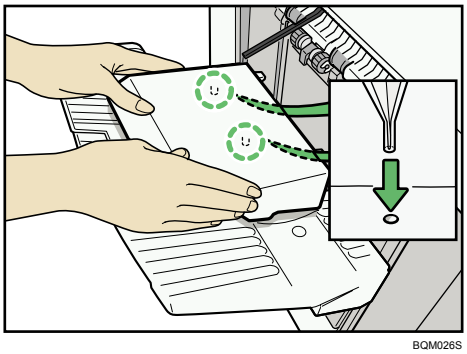
   Set the Z-fold support tray for the finisher upper tray or finisher shift tray.

   Finisher Upper Tray:



BJU066S

   Finisher Shift Tray:

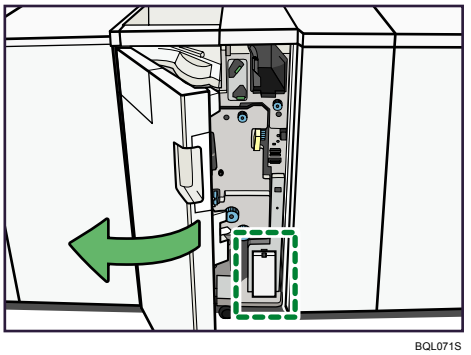


BQM026S

Multi-Folding Unit

Use the following procedure to attach the Z-fold support tray for the Multi-Folding Unit to the Multi-Folding Unit Tray.

1. **Open the front cover of the Multi-Folding Unit and take out the Z-fold support tray for Multi-Folding Unit (located at the bottom of the Multi-Folding Unit).**



BQL071S

2. **Set the Z-fold support tray for Multi-Folding Unit in the slope of the Multi-Folding Unit Tray so that it is flush against the end fence.**

BQL072S

3. **Close the front cover of Multi-Folding Unit.**

Note

- When you have finished using the Z-fold support tray for Multi-Folding Unit, open the front cover of the Multi-Folding Unit and re-attach the tray to its stowage hook.

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- The product names of Windows XP are as follows:

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  Microsoft® Windows Vista® Home Premium

  Microsoft® Windows Vista® Home Basic

  Microsoft® Windows Vista® Enterprise
- The product names of Windows Server 2003 are as follows:

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  Microsoft® Windows Server® 2003 Enterprise Edition

  Microsoft® Windows Server® 2003 Web Edition

  Microsoft® Windows Server® 2003 Datacenter Edition
- The product names of Windows Server 2003 R2 are as follows:

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  Microsoft® Windows Server® 2008 Datacenter

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INDEX

A

Adjusting the volume....47

C

Cannot browse the network to send a scan file....103
Cannot exit from connect copy....44
Cannot make clear copies....32
Cannot make copies as wanted....36
Cannot print....87
Cannot send or receive fax messages as wanted....60
Cannot send scanned files....103
Checking machine status and settings....15
Checking the error log....85
Clearing misfeeds....121
Combine....36
Connect copy....42, 43, 44
Connect copy is canceled....43
Control panel....76, 107
Copy/Document Server function....27

D

Data storage....15
Display during connect copy....42
Document Server....36
Duplex....36

E

Edit....36
Enquiry....15
Error log....85
Error Mail Notification....69
Error occurs using Internet Fax....69
Error Report (E-mail)....69

F

Facsimile function....49
Finisher SR4030....138, 141
Finisher SR4040....138, 141, 148
Finisher SR4040 (Saddle Stitch)....139
Finisher SR4050....139, 142, 144, 147, 148

H

How to read this manual....9

I

If an error report is printed....67
If USB connection fails....74
Indicators....13

J

Job is not performed....24

L

Legal Prohibition....11
Locating jammed paper....121

M

Machine address info....15
Maintenance info....15
Manuals for this machine....6
Memory is full....45
Messages displayed....27, 49, 75, 107
Messages displayed on the client computer....116
Messages displayed on the control panel when using the printer function....76
Messages displayed on the control panel when using the scanner function....107
Messages displayed when installing the printer driver....71
Multi-accessing....24
Multi-Folding Unit....150

N

Names of major items....9
Network connection....89
Network delivery function cannot be used....104
Notes....10
Notice....8

O

Operations are not possible when messages are displayed....105
Other Messages....78
Other printing problems....91

P

Panel tone....14
Pausing copy when using the Finisher SR4050....147

Printer function.....75
Printing.....60
Problems operating the machine.....20

R

Reception.....60
Removing jammed paper.....121, 123
Removing jammed staples.....138
Removing punch waste.....141
Removing staple waste.....144

S

Scanner function.....107
Scanning is not done as expected.....101
Server-Generated error e-mail.....69
Stamp.....36
Status messages.....75
Stored files cannot be accessed.....103
Stored files cannot be edited.....104
Symbols.....9

T

Trademarks.....151
Transmission.....60
Transmission/Reception.....60
Turning off the main power / In the event of power failure.....68
TWAIN.....116
TWAIN driver cannot be started.....103

W

When A1 is Displayed.....123
When A2 is Displayed.....124
When an indicator to the right of a function key is lit.....18
When B is Displayed.....124
When C is Displayed.....124
When D is Displayed.....125
When E is Displayed.....126
When F is Displayed.....126
When folded paper is not properly aligned.....148
When memory is full.....66
When N1 - N5 is Displayed.....127
When N6 - N22 is Displayed.....128
When P1 is Displayed.....129
When P2 is Displayed.....129
When paper is not fed properly.....91
When Q is Displayed.....130
When R1 - R3 is Displayed in the Case of Finisher SR 4050.....135
When R1 - R4 is Displayed in the Case of Finisher SR 4030.....131
When R1 - R4 is Displayed in the Case of Finisher SR 4040.....133
When R4 - R7 is Displayed in the Case of Finisher SR 4050.....136
When R5 - R7 is Displayed in the Case of Finisher SR 4040.....133
When R5 - R8 is Displayed in the Case of Finisher SR 4030.....132
When R8 - R12 is Displayed in the Case of Finisher SR 4040.....134
When S/MIME cannot be used.....104
When the data in indicator does not light up or flash.....89
When the machine is connected to the computer using the interface cable.....89
When U is Displayed.....136
When W is Displayed.....137
When you cannot print clearly.....91
When You Cannot Send Scan Files Using WSD.....105
Windows 2000.....71
Windows Server 2003/2003 R2.....71
Windows Server 2008.....73
Windows Vista.....72
Windows XP Home Edition.....72
Windows XP Professional.....71

Z

z-folded paper.....148

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Operating Instructions Troubleshooting

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